

DEPARTMENT OF POLICE SERVICES



A N N U A L R E P O R T



California State University
Northridge



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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 Statements

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

PARTNERSHIP

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

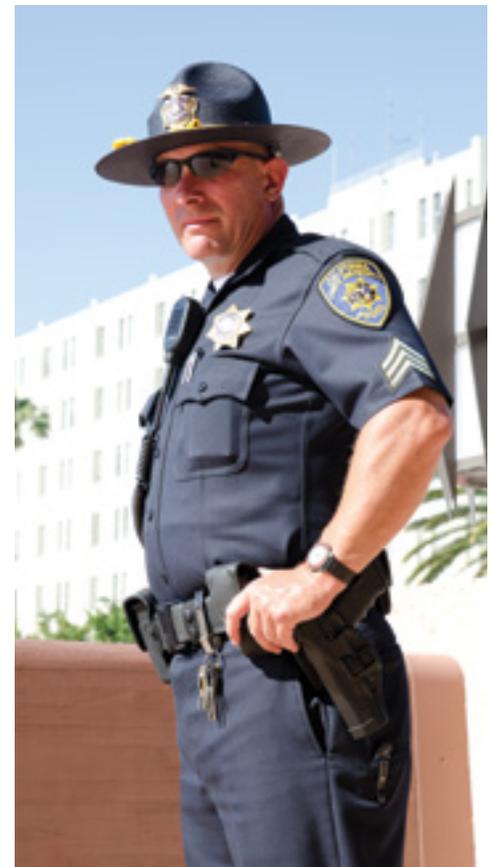
We hold ourselves accountable to maintain the highest degree of integrity, to present a professional demeanor, to obey all laws, ordinances and regulations and to serve as role models to our community.

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.



A Message from the Chief of Police

On behalf of the men and women of the California State University, Northridge Department of Police Services, we are very pleased to present our tenth Annual Report publication. Although our annual goals and initiatives change yearly, our mission remains the same... dedication 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.

Our momentum has not slowed. We are enthusiastically energetic in maintaining our community partnerships, our law enforcement collaborations and in being one of the best accredited university police departments in the country.

During this past year we saw a drop in our overall campus crime rate of 13% while our campus housing area, patrolled by our community policing team, had a decrease in crime of 37%. Other highlights this year included the launch of our online crime reporting system for select misdemeanors, the debut of our child safety seat installation service, an award of \$2,500 in gift cards from Sherwin Williams to combat graffiti, and a multi-agency active shooter drill to name a few.

We hope that you find our 2012 report interesting and informative and reflective of the excellent efforts our staff put forth in their daily work. We are proud that our staff regularly go "above and beyond" with creative ideas born out of pride in their work and their department.

Chief Anne P. Glavin



IACLEA Presidency

CSUN Chief of Police Elected Head of an International Law Enforcement Organization

BY SHANTÉ MORGAN | APRIL 28th 2012 | Press Release

Anne P. Glavin, California State University, Northridge's chief of police and director of police services, was recently sworn in as the 55th president of the International Association of Campus Law Enforcement Administrators.

Sworn in on June 19 by IACLEA's outgoing President Paul V. Verrecchia, assistant vice president and chief of police at the College of Charleston in South Carolina, Glavin will serve a one-year term of office starting immediately. She was installed on the last day of the organization's annual conference and exposition in Reno, Nev.

"I am truly honored to serve IACLEA in this role and to represent CSUN," Glavin said. "I am grateful for all the support of the university and my staff. To be in a position to represent all of college and university public safety on a national and international stage is both daunting, challenging and exciting."

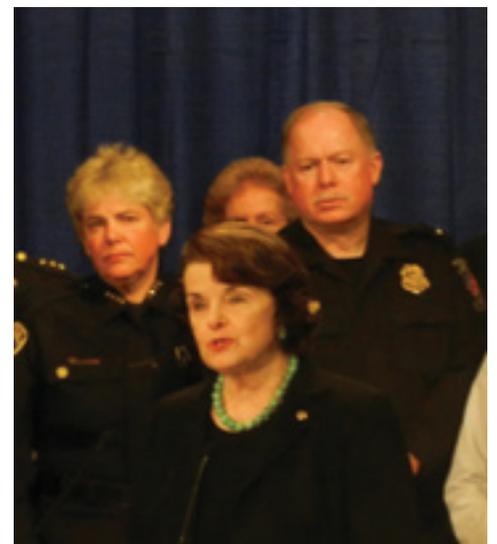
Tom McCarron '77 (Accounting), vice president for administration and finance, called Glavin a "skilled leader" who will serve IACLEA with distinction as she has as chief of police at California State University, Northridge.

Glavin has a distinguished 38-year career in campus public safety and has blazed a trail for female campus police executives in the United States. On July 31, 2002, she was appointed as the first woman chief of police at California State University, Northridge. Prior to coming to Cal State Northridge, Glavin served as chief of police at the Massachusetts Institute of Technology in Cambridge, Mass.

She served for 27 years in the MIT Police Department, holding all ranks and serving as the chief of police for her last 13 years at the university—the first woman to serve as chief at MIT. In 1987, when she assumed the position, Glavin became the first female chief of a major university department in the country. In 2001, she was promoted to director of public safety in the Office of the Executive Vice President and Treasurer.

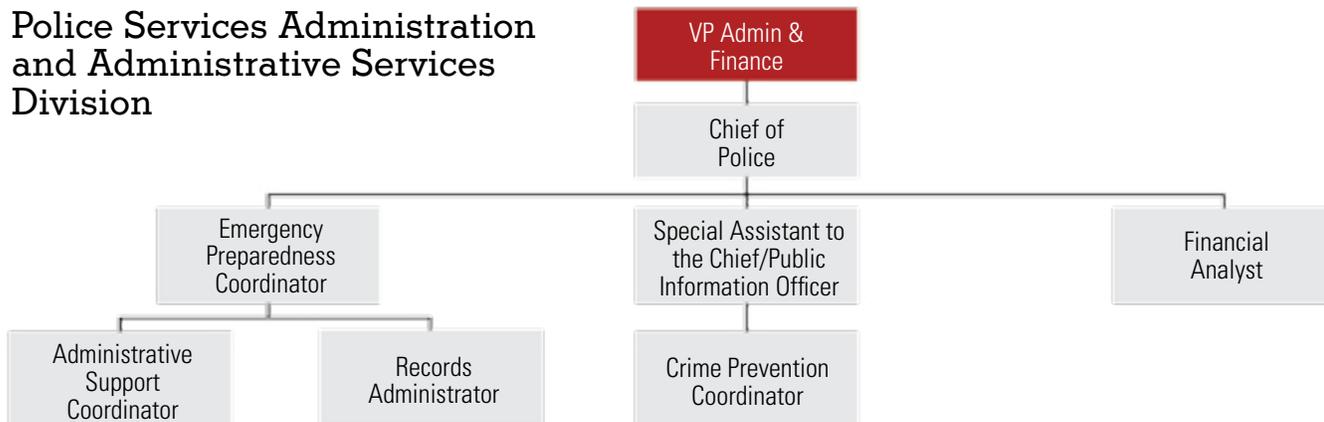
*Glavin is recognized for her work in sexual assault prevention and women's self defense. She is the author of an MIT booklet, *Acquaintance Rape: The Silent Epidemic*, and was recognized in 1996 with a Susan B. Anthony Award presented by Rape Aggression Defense System program. She is a past president of the National Association of Women Law Enforcement Executives and past president of the Massachusetts Association of Campus Law Enforcement Administrators. She is also a former commissioner for the Massachusetts Police Accreditation Commission and a former chair of IACLEA's Accreditation Standards Committee. She earned a bachelor's degree in government from Wheaton College in Norton, Mass., and a master's degree in education from Boston University.*

IACLEA is an association that advances campus public safety for its more than 1,200 educational institution members and 2,000 individual members by providing educational resources, advocacy and professional development services. IACLEA is led by a board of directors and managed by a professional staff with headquarters in West Hartford, Conn.

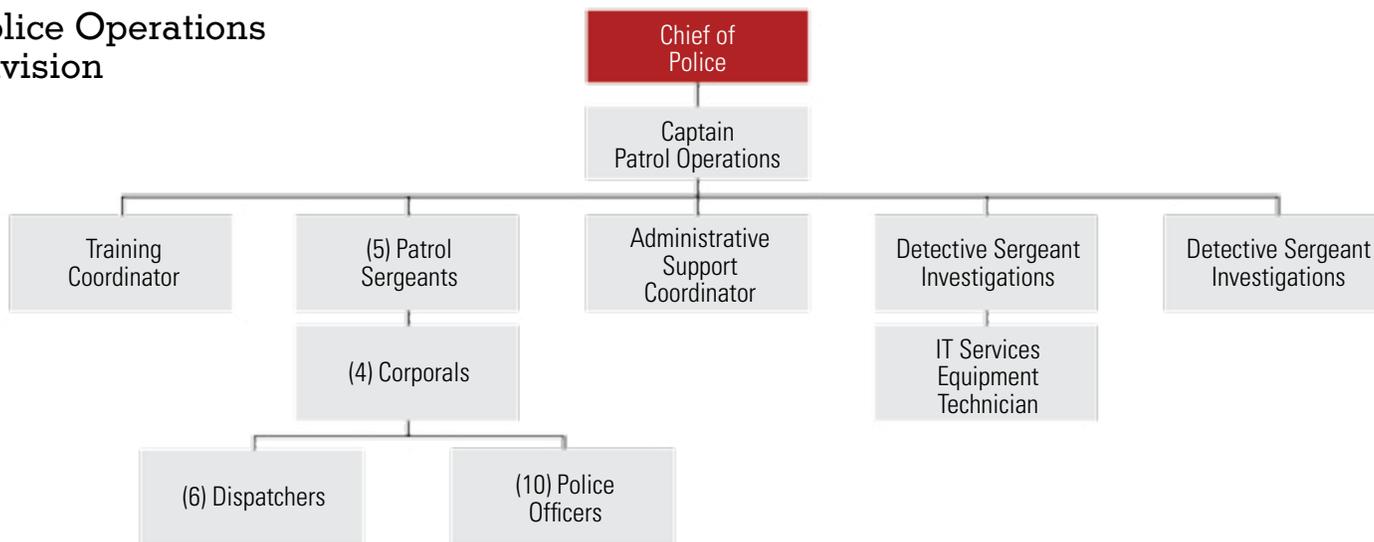


CSUN Department of Police Services Organization

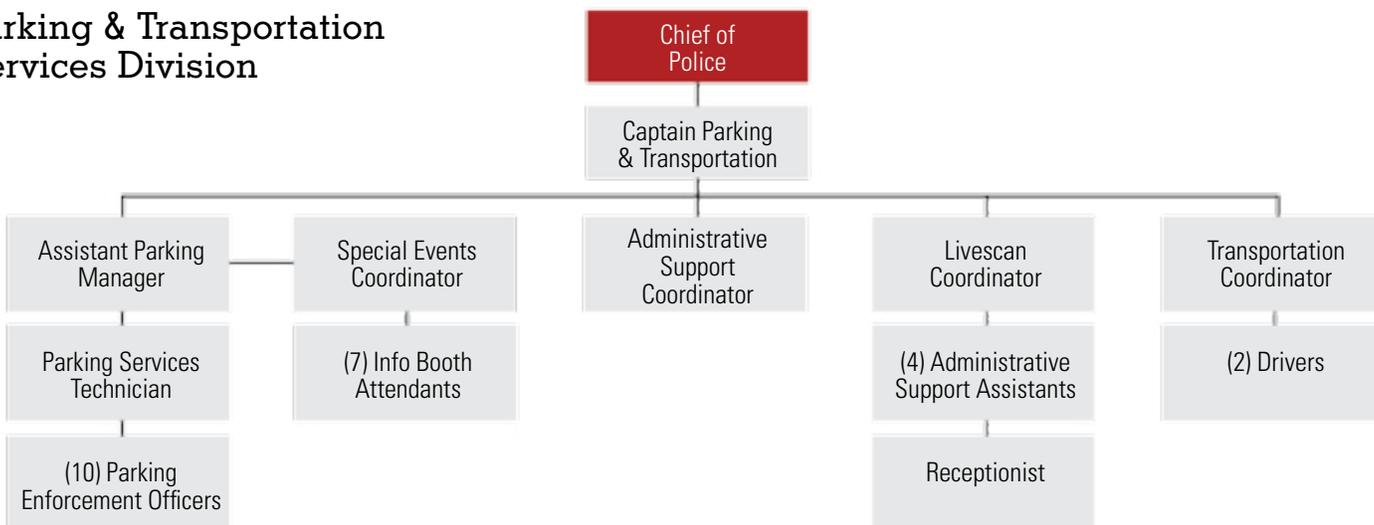
Police Services Administration and Administrative Services Division



Police Operations Division



Parking & Transportation Services Division



Police Services Personnel

Abney, Randell W	Dover, Robert	Metcalf, Virginia
Abundiz, Yolanda C	Dunwoody, Matthew T	Milkovich, Peggy T
Aguilar, Leonel	Espinosa, Cathryn A	Ortiz-Gil, Leon
Archer, Dana V	Fernandez, Alfredo B	Price, Daniel R
Armenta, Edward T	Finnerty, Thomas	Primm, Yvonne
Aviles, Reina	Flores, Douglas	Rastedt, Melissa
Banales, Randy R	Foster, Daniel	Reyes, Michael
Barrow, Jeffrey D	Frausto, Robert	Rosas, Arcelia
Benavidez, Mark A	Gaddis, Jennifer	Seko, Michael
Blount, Paul	Gale, Christopher G	Servin, Veronica
Bonilla, Johnny S	Garcia, Fred A	Smith, William S
Bozile, Beverly	Glavin, Anne P	Taylor, Ester A
Breazile, Erika	Gonzalez, Raymond C	Urie, James S
Bridenstine, Kimberly	Gudani, Francisco C	Valencia, Jaime
Brotz, Gary L	Gutierrez, Ana	VanScoy, Scott G
Bugg, Kevin	Jordan, Vena R	Vargas, Felix A
Burns, Linda	Kai, Steven L	Verhulst, Matthew
Camp, Arnie	Katz, Jamie	Villalobos, Christina S
Castillo, Carlos G	Kennedy, Richard J	Villar, Jim A
Cavanaugh, Thomas	King, David C	Wells, Ryan
Chase, Kailash	Lino, Rene	Wiley, Tatum M
De Guzman, Ana	Logan, Astrid B	Worrell, Teresa Marie
Domaradzki, Kristofer	Love, Georgia A	Zapata, Juanita

Separations:

Blount, Paul	4/26/2012
Bozile, Beverly	1/6/2012
Bugg, Kevin	1/7/2012
Camp, Arnie	3/21/2012
Gonzalez, Raymond C	4/13/2012
Price, Daniel R	9/29/2012
Rastedt, Melissa	9/29/2012
Verhulst, Matthew	8/27/2012
Zapata, Juanita	4/27/2012



New Assignment:
Felix A Vargas - K9 Unit 5/7/2012



Retirement:
Marilyn Goldsmith 8/1/2012



Promotions: Matthew Dunwoody – Corporal 4/1/2012



Retirement: Judy R Parry 12/21/2012

2012 Employee Awards and Recognition

Police Officer of the Year:
Officer Rene Lino

Parking Officer of the Year:
Carlos Castillo

Civilian Employee of the Year:
Tom Cavanaugh

Student of the Year:
Troy Scott

19 Letters of Appreciation to Department from CSUN and other Community

2 Appreciation Recognition from Chief of Police and Command Staff

3 Letters of Commendation from Chief of Police

Jolene Koester Team Award Recipient:

Department of Police Services & Student Housing Team

Officer Rene Lino & Officer Michael Reyes

Dan Foster: Crime Prevention Coordinator, Police Services

Franklin Ellis: Coordinator of Residential Student Success and Leadership, Student Housing

Roger Chapman-Custer: Senior Community Director, Student Housing

The enhanced living environment for students is rooted in the relationships formed between the community policing team, Police Services' crime prevention unit, resident advisors (RA's), community directors, and the Residence Hall Association. The collaboration of all these individuals enhances the living/learning environment through educational, fun and purposeful programs and events.



Jolene Koester Team Award Nomination: Student Recreation Center Team

Among the team were:

Chief Anne Glavin

Captain Alfredo Fernandez

Captain Scott Vanscoy



continued

• **Certificate of Excellence:**

Ofc. Arcelia Rosas for outstanding medical response and life-saving actions

Ofc. Anthony Vargas outstanding coordination of the active shooter multi-agency drill

Det. Sgt. Mark Benavidez for proactive investigation and surveillance in Oviatt burglaries

Ofc. Arcelia Rosas for outstanding patrol observation and criminal apprehension effort

Cpl. Leon Ortiz-Gil for outstanding coordination in special event planning and security enhancements

Luis Maldonado for outstanding cost saving efforts in purchasing new permit dispensers

Astrid Logan for outstanding efforts in lobbying for public transportation providers of the CSUN transit center

PEO Ed Armenta for ensuring the safety of a citizen during a residential fire

PEO Reina Aviles for outstanding productivity in issuing 4,884 parking citations in 2012

• **Certificate of Excellence in Teamwork Efforts:**

Cpl. Tom Finnerty, Officer Anthony Vargas and Officer Richard Kennedy for outstanding teamwork in developing the new firearms training program

Det. Sgt. Dana Archer, Det. Sgt. Mark Benavidez, Sgt. Doug Flores, Sgt. Yolanda Abundiz, Sgt. Frank Gudani, Cpl. Leon Ortiz-Gil for outstanding teamwork, investigation and property recovery from Oviatt library burglaries

Sgt. Yolanda Abundiz, Dispatcher Veronica Servin and Dispatcher Jaime Valencia for outstanding tactical communications and coordination

Sgt. Doug Flores, Cpl. Tom Finnerty, Officer Rene Lino, Officer Steve Vannoy, Officer Arcelia Rosas, Officer Ryan Wells and Officer Richard Kennedy for outstanding team response to assault with a deadly weapon call

Cpl. Matthew Dunwoody, Officer Ryan Wells, Officer Arcelia Rosas and Officer Rene Lino for outstanding team response and thorough search for suspects in Redwood hall burglaries

Cpt. Scott Vanscoy, Det. Sgt. Dana Archer, Sgt. Randy Banales, Sgt. Frank Gudani, Officer Ryan Wells and Dispatcher Veronica Servin for outstanding team response to bomb threat during commencement

Recognition of FTO designation:

Cpl. Matthew Dunwoody	Officer Rene Lino	Officer Michael Reyes
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Certificate of Appreciation for Exemplary Attendance:

Reina Aviles	Daniel Foster	Jim Urie
Kristofer Domaradzki	Christopher Gale	Jaime Valencia
Kit Espinosa	Peggy Milkovich	Scott VanScoy
Alfredo Fernandez	Arcelia Rosas	

Department of Police Services Fleet

The Department of Police Services utilizes a variety of vehicles to patrol the campus. Police, Parking and Transportation, and Matador Patrol use fleet to provide services such as safety escorts and regular, daily patrols throughout the campus. We continue to maintain a fleet of green vehicles such as bicycles and electric vehicles as well as some conventional fuel vehicles.

Police Division

- 3 Ford Crown Victorias** – marked “Black & White” patrol cars
- 1 Dodge Durango** – marked “Black & White” police supervisor vehicle
- 1 Ford Crown Victoria** – marked “Black & White” K9 unit
- 1 Chevrolet Tahoe** – marked “Black & White” K9 unit
- 1 Chevrolet AstroVan** – marked “Black & White” special operations unit
- 1 Ford Crown Victoria** – unmarked administrative car with emergency equipment
- 2 Ford Fusion Hybrids** – unmarked administrative cars with emergency equipment
- 1 Chevrolet Malibu** – unmarked administrative car
- 1 Ford Escape Hybrid** – unmarked administrative vehicle
- 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 coordinator
- 10 Smith and Wesson** – tactical patrol bicycles with emergency equipment
- 3 GEM** – electric carts utilized by Matador Patrol

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 for Paratransit use
- 3 Ford Rangers** – marked parking enforcement units
- 1 Dodge Ram 3500** – marked emergency response unit with warning lighting
- 1 Ford Escape Hybrid** – unmarked administrative vehicle with warning lighting
- 1 T3 Motion** – electric MicroCar with warning lighting
- 7 Nishiki** – parking enforcement bicycles

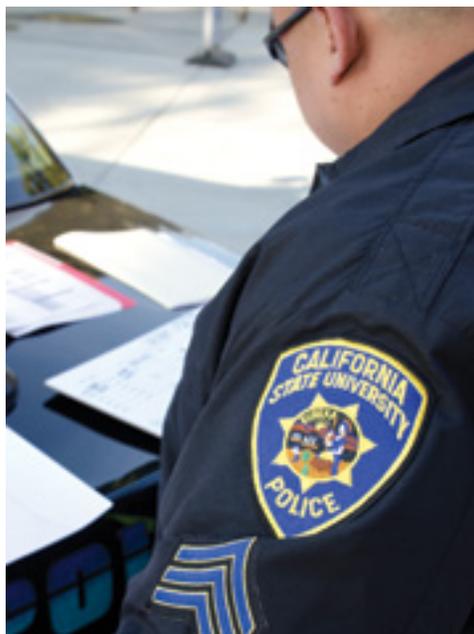
Department Trailers

- 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 for police motorcycles**
- 1 35’ Universal Specialty Vehicles Inc. Mobile Command Post Trailer**
- 1 Parking Booth Co. mobile information booth trailer**
- 4 InstaLERT electronic message board trailers**
- 1 Mobile pay-station trailer**

Police Operations Division

Four primary functions make up the patrol operations division (Patrol Unit, Police Services Communications/Dispatch Unit, Investigations Unit, and the Community Policing Team). All of these areas focus their activities and work practices around law enforcement professional standards, with an emphasis on the development of partnerships and collaboration with our community. Through these partnerships, we strive to reduce crime; create a safe living and learning environment; build and strengthen the trust between police and the community; and enhance the quality of life within the academic environment.

Through a redesign of directed patrol plans focusing on traffic safety, parking scofflaw, and community outreach initiatives that coincided with SARA projects and other crime trend analysis efforts, **the overall university crime rate dropped about 13% when compared to 2011.** Reported crime within the **university housing community also saw a decrease of about 37%.**



Patrol Operations Statistics

During 2012, uniformed police officers within the patrol division were involved in over 19,000 incidents that were either self-initiated or in response to radio calls.

- **19,292** (-.01%) total incidents handled
- **12,746** (-.01%) of those incidents were self-initiated to include:
 - **1,811** (+15%) involved traffic stops
 - **458** (+2%) involved suspicious circumstances, vehicle and pedestrian checks
- **1481** (-8%) reporting case numbers were pulled by officers of which included one or more of the following:
 - **160** (-17%) crime/arrest reports,
 - **113** (-27%) felony crime reports,
 - **531** (-9%) misdemeanor crime reports,
 - **94** (-43%) vehicle impound/storage reports,
 - **170** (-10%) injury/illness reports,
 - **225** (+45%) non-criminal offense/incident reports,
 - **56** (+0%) lost/found property reports, and
 - **52** (-12%) traffic collision investigation reports.

Priority calls for service (i.e. those deemed an emergency or urgent in nature) averaged a response time of 4 minutes. For all other calls for service, the patrol unit averaged 7.5 minutes in their response, a decrease of about 1.5 minutes, when averaged.

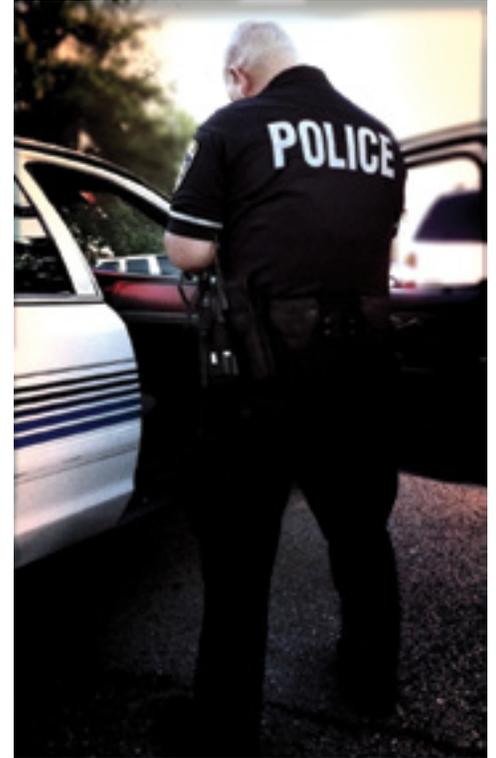


Noteworthy Patrol Activity

- On November 24, 2012, about 7:12pm, Ofc. Rosas received a radio call of a person who had collapsed during a special event being held on campus. Upon arrival, Ofc. Rosas found an unconscious man who had a pulse and was gasping for air. Shortly after, the man's breathing ceased and Ofc. Rosas immediately began CPR. A citizen who identified himself as an EMT began working with Ofc. Rosas in sustaining the injured man's life until the Los Angeles Fire Department arrived. The fire department paramedics took over life support procedures, ultimately using an AED to provide 3 shocks to regain heart rhythm. Ofc. Rosas' first responder training and response provided life saving measures.
- On December 4, 2012, about 12:50pm, patrol officers were dispatched to the Oviatt Library for a theft of computer equipment that had just occurred. Their rapid response and well-coordinated preliminary investigation (using the assistance of investigations and administrative personnel), ultimately led to the apprehension and arrest of two suspects who had committed a total of 6 burglaries from the library earlier that day. In addition, their exceptional work led to the recovery of all stolen property which was returned to all the CSUN student victims.
- On November 28, 2012, about 1:00pm, Sgt. Benavidez took a proactive effort in conducting an impromptu surveillance of the Oviatt Library due to a multitude of laptop, tablet, and cell phone thefts. The times he chose to monitor the library's main lobby were based on a crime analysis of the thefts that had occurred over a two week period. Within an hour, members of the library staff alerted Sgt. Benavidez to two suspicious males whom he recognized as matching the description of suspects he had previously viewed on a CCTV recording involving an earlier burglary. Sgt. Benavidez quickly coordinated the response of the patrol officers in addition to the follow-up investigation which ultimately led to the admission of guilt by the suspects.
- On September 3, 2012, about 1:36am, a patrol officer was waived down by a taxi cab driver who had advised that he and another person had been assaulted with a deadly weapon by patrons in the cab. The officer quickly and accurately provided medical attention to one of the victims, obtained suspect information for five individuals, and coordinated the response of patrol personnel. Within 30 minutes, follow-up work initiated by the rest of the patrol team led to the apprehension of four of the outstanding suspects.
- On August 8, 2012, about 7:31pm, patrol officers responded to a suspicious person call within the women's locker room in Redwood Hall. This locker room had been the location of numerous burglaries over the past year. An alert with the person's description and last known direction was broadcast over the radio to all patrol personnel. After approximately 30 minutes of checking the various patrol beat areas/facilities, patrol officers came into contact with the subject. He immediately fled and a lengthy foot pursuit of the person ensued. Ultimately the subject was detained and through further investigation, it was determined that he had burglarized lockers within the Redwood Hall women's locker room.
- On June 7, 2012, about 12:13am, Ofc. Rosas was on patrol in the inner campus area and observed from a distance a vehicle which appeared to have driven slowly through a posted stop sign. Ofc. Rosas followed after the vehicle which had momentarily driven out from her immediate view. The vehicle was quickly spotted parked on the side of the road and was unoccupied. Ofc. Rosas checked the car and found a female hiding in a nearby bush. The vehicle returned as a recent stolen and through further investigation, the female admitted to being in possession of methamphetamine and knowing that the car was stolen.
- On May 22, 2012, about 8:16am, dispatch received notice from a CSUN staff member that she received a bomb threat via telephone. The bomb threat was made towards a college Dean and respective commencement exercise. The patrol operations commander responded to manage the threat investigation and assigned officers to the preliminary investigation, while detectives were assigned to conduct specific follow-up. About an hour into the investigation, it was determined from the information received that a former CSUN student applicant had deceived his father into providing him money for tuition, room, and board for eight years which he never used to attend college. This person had made the bomb threat in hopes that the commencement exercise would be canceled, as his family was planning to attend his graduation which he was never a part of. In fact, his student application had never been accepted by the institution.

continued

- On October 20, 2012, the annual “Big Show” concert was held with approximately 12,000 guests attending the event. The patron attendance for the Big Show was like none other ever experienced at CSUN and the activity levels were extraordinary. At about 8:18pm hours, a parking enforcement officer observed a house engulfed in flames across from the southern campus area. The parking enforcement officer advised that he was entering into the house to assist another person running in to check on its occupants. CSUN police dispatchers maintained sound tactical communication during this time of extraordinary stress and at times confusion while managing an enormous special event and critical incident at the same time. In doing so, dispatch, patrol, and special event personnel successfully managed radio communications for 3 patrol officers, 3 parking enforcement officers, 25 special event police officers, the Los Angeles Fire Department responding engine companies, and the Los Angeles Police Department valley communications unit for a period of 45 minutes. The patrol supervisor was commended by the LAPD Devonshire division commander for the outstanding coordination of the multitude of tasks expected at an incident that turned out to be an intentional arson of a residential home. He also commended all of the other on-scene CSUN personnel for their quick and professional response to this serious crime and public safety threat to nearby homes.



Patrol Activity Statistics

Month	Felony Arrests	Misdemeanor Arrests	Traffic Citations	Parking Citations	Reports	Com Outreach
JAN	0	7	67	371	114	179
FEB	0	10	120	479	124	165
MAR	0	26	139	467	131	143
APR	2	11	90	377	123	104
MAY	2	19	84	305	130	136
JUN	1	5	45	131	57	119
JUL	1	12	81	136	66	130
AUG	1	17	126	64	96	146
SEP	5	33	109	151	182	125
OCT	2	16	91	131	181	106
NOV	2	15	88	108	168	111
DEC	4	11	57	85	109	93
Average	2	15	91	234	123	130
Total	20	182	1097	2805	1481	1557

Multi Dimensional Patrol Statistics

Month	Foot Patrol	Bicycle	Patrol Car	T3 Electric	Motorcycle
JAN	165	46	117	38	16
FEB	115	42	111	37	33
MAR	138	47	120	40	34
APR	149	45	119	26	35
MAY	150	53	122	32	28
JUN	148	60	110	28	11
JUL	100	49	125	34	6
AUG	169	44	115	38	9
SEP	138	43	115	27	7
OCT	99	34	126	19	8
NOV	86	42	125	16	11
DEC	118	25	132	11	10
Average	131	45	120	29	17
Total	1575	540	1437	346	208

CSUN PD Offers New Way to Report Crime Online

BY CARL ROBINETTE | FEBRUARY 27TH, 2012 | DAILY SUNDIAL

The CSUN Police Department is launching a new online tool for reporting minor crimes through the department's website in March, according to a police official.

The new program will allow anyone to report misdemeanor crimes, such as identity theft, vandalism and theft of property valued under \$950. It is expected to give police personnel more time to focus on more serious criminal activity, said Anne Glavin, campus police chief.

"We are, as a department, really challenged with the volume of calls that

we have," Glavin said. "What we've got to look at is where can we maximize the amount of time that we spend with the community, where we can do the most amount of good — particularly when it comes to solving the most amount of crimes."

The department's uniformed officers were involved in over 19,000 total incidents in 2010, according to an annual report released by the Department of Police Services. More than 7,000 of these were telephone requests, according to the report.

"I think calling would be more direct," said Ben Selski, sophomore computer information and technology major at CSUN. "If all the lines were busy, online works as a second or third option. It's always nice to have more options. It depends on how fast and organized things are on the police end."

Access to reporting crime by phone will not be eliminated by the new system, but the department hopes to greatly decrease the need for it.

"Call the department," said Scott VanScoy, captain of patrol operations, to those who don't have Internet access. "We're more than happy to take a report. Meet up with you. Meet with you here. We'll accommodate you."

Crimes that should not be reported online include all felonies and misdemeanor reports in which the crime was witnessed and a description of the suspect is available. The software takes the user through a series of questions to determine if the program is appropriate for the crime being reported.

"If it's an emergency, you're calling us," VanScoy said. "If you have suspect descriptions, you gotta talk to a police officer. We want somebody to talk to you."

University of California San Diego police started using same software, known as CopLogic, in 2008. As of the end of 2011, the number of reports filed with their department using the system has increased from 10 to 22 percent of their total crimes reported, said Mary Garcia from UCSD's police records office.

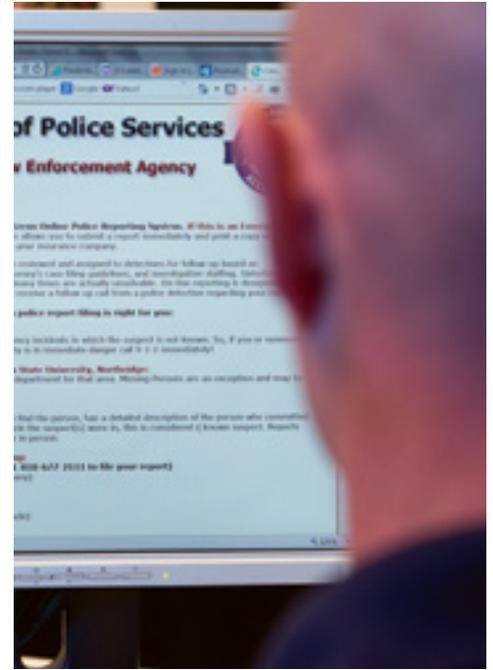
"What we want to do is make this accessible to the public," Garcia said, adding that UCSD police are planning to expand the software to including filing of other types reports such as CLERY incident reports. "It is a convenience for people to have this available."

UCSD police are planning to expand the software to including filing of other types reports.

The program, which cost CSUN Police about \$7,000, is expected to save the department money in the long run, but dollar estimates are not yet available, Glavin said.

The cost was for the onetime sale of the CopLogic software and has no maintenance costs. The company was founded in 2004, and now serves over 150 agencies in North America.

"We think it's pretty straightforward," Glavin said. "We think it's convenient. It helps us solve a few issues that we're dealing with, with a burgeoning size campus and less people resources than we would like to have."



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FILE A POLICE REPORT ONLINE!

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Department of Police Services
California State University, Northridge

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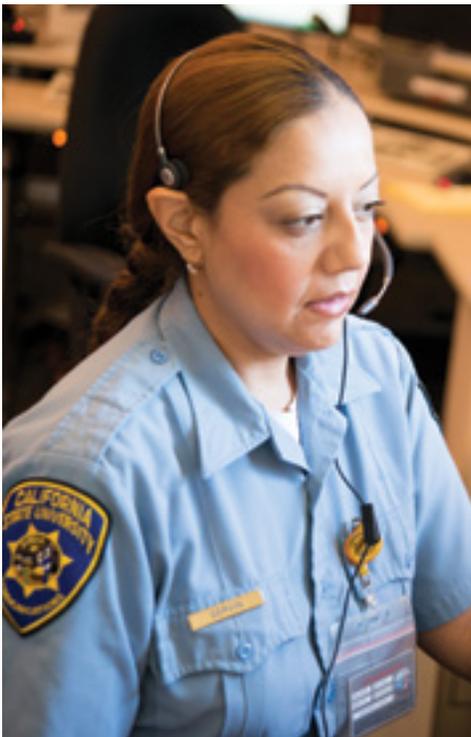
Communications Unit

The Department of Police Services' Communications Unit operates 24 hours a day, 7 days a week, and 365 days a year. Six California Peace Officer Standards & Training (POST) certified public safety/police dispatchers operate the university's two public safety answering points (PSAP), handling thousands of calls each year.

New this year was the implementation of software technology that allowed the campus community to report appropriate and select crimes to the police via an online process. In an effort to both become more technologically "user friendly for the community" and to be more efficient with limited police personnel resources, the department purchased "COPLOGIC" software to create a community online crime reporting system. The objective was to designate certain misdemeanor offenses where there was no physical evidence to gather and no suspects for online reporting. Since its inception in March 2012, 138 on-line reports were filed with the department.

TRAINING Operating as a 911 Public Safety Answering Point (PSAP), members of the Communications Unit meet and often exceed the minimum training standards for public safety/police dispatchers as established by POST. In maintaining the highest level of experience and training, department PSAP dispatchers completed a total of 112 POST certified training hours and 1,105 hours of in-service training for 2012. This training consisted of:

- Numerous policy and procedure in-service training reviews
- 911 Professional Development DVD Series
- Amber Alert System
- Clery Act
- JDIC/CLETS full access user
- Complacency, Cannibalism, & Critical Thinking for Dispatchers
- Crisis Negotiations
- Customer Service the 911 Way
- Advance Dispatcher School
- Assessing Suicidal Callers
- Dispatcher Role During a Critical Incident
- Ethics for a Modern Workforce
- Sexual Assault – First Responder
- Crisis Communications
- Meeting the Professional Challenge
- Emergency Preparedness Training on NIMS/SEMS
- A variety of "for credit" POST Dispatch training review videos



Communications Unit Statistics

19,292 (-1%) incidents coordinated by dispatch personnel, of those include:

- **6,546 (-2%)** telephonic service requests
- **300 (+6%)** 911 emergency calls
- **385 (+42%)** blue light emergency callbox activations
- **183 (-14%)** medical assist telephonic requests, of those include:
 - **42 (-11%)** broken bones or other serious physical and/or mental injuries/illnesses.

High risk/high liability emergency situations, which include:

- **6** major neurological illnesses of which 1 involved paranoia/psychotic thoughts; 3 involved an attempt suicide; and 2 involved thoughts of committing a suicide
- **1** police vehicle pursuit
- **7** police foot pursuits
- **2** bomb threat calls
- **2** officer and 1 parking officer "needs assistance" calls while physically fighting with a suspect
- **4** serious domestic violence incidents

continued

CSUN PD Dispatcher's Cups of Coffee Inspires Country to Give to Mourning Newtown

BY HANSOOK OH | DECEMBER 21ST, 2012 | DAILY SUNDIAL

Tom Cavanaugh did not expect that his donation of \$100 worth of coffee for the Newtown General Store's patrons would be the first drop in an outpouring of kindness to the grieving town.

Cavanaugh, a night dispatcher for the Cal State University Northridge Police Department and a New Jersey native, said that he saw the general store in some of the media coverage last week and thought about how best to help a community coping with inexplicable tragedy.

"That was the day of the first funeral – the town is going back to normal, but their brain won't be normal, their mind won't be there," said Cavanaugh. "So I figured, what is normal back home, the east coast where I'm from, is we would get up in the morning, go to your deli, get your morning sandwich, get a cup of coffee. In this case, I couldn't afford to buy them all sandwiches or breakfast, but I could buy them all a cup of coffee. And I thought that would bring some type of normalcy that a cup of coffee brings – it's like a cup of normalcy."

He posted the store's information on his Facebook page, encouraging his nearly 1,000 friends to give whatever they could to the store, and donations such as candy, doughnuts and sandwiches came flooding in from around the nation.

As in other interviews, Cavanaugh said that his Sicilian-American mother taught him to send prayers and food to those who have lost a loved one. However, this particular tragedy pulled at heartstrings rooted deeply in his own personal experience with losing a family member to a monstrous and senseless act of violence.

When Cavanaugh was in his senior year of high school, his 82-year-old grandfather was killed while alone at his home, beaten to death with fenceposts by three teenage boys.

"Why they went after him I don't know, it's always bothered me," said Cavanaugh. "When I saw what

happened there, that the shooter reached the door and killed those kids and teachers, I realized that the victims' families will feel that question that I still have. The parents may wonder, what was my child thinking? Did I let them down?"

Cavanaugh said it was his dilemma with the darker side of humanity which motivated him to donate to Newtown. But this is not the first time Cavanaugh has done something to try and help people cope with death and grief, particularly in the context of a mass shooting.

Dispatcher by night and writer by day, Cavanaugh won an award in 2006 for an original play titled "Behold," – a tale based on the emotional challenges that families of victims experienced after the 1999 Columbine high school shootings. After doing his own research, Cavanaugh illustrated the burden of monumental grief and psychological traumatization that survivors must carry, a difficulty that puts people and communities through the fire.

"If you read what happened to the town in Columbine, some of the community broke apart and some parts of the community came out strong," said Cavanaugh.

Cavanaugh's hopes that the kindness of others can make it a little easier for the Newtown community to get through the coming trials, but he knows that the process of grieving, especially for a young one, can be just as gruesome as the murder itself.

"I can't imagine what it is like to lose a child, I just can't imagine," Cavanaugh said. "A lot of hard times are going to happen to the parents, a lot of pain. Burying is the worst, but after that it can get really ugly. These were children murdered with assault rifles. What do you say to the parents of all these 5 year olds, who died for no reason?"

Now a week after the fatal incident, Cavanaugh thinks that if people want to help the Newtown community, they should do it in the least invasive way possible. Although he is genuinely moved by others' donations

following his own and appreciates the general store's thank you sign posted the day he bought the cups of coffee, he never intended for the attention to be on him.

"I think it's time to let Newtown rest and heal," Cavanaugh said. "The truth is, I gave [the store] my name and phone number not to put it on the sign, but because the woman was so shaken up and had trouble writing down the credit card number. I'm happy the way it turned out the way it did, but I didn't expect it to turn viral; this isn't about me, this is about them."

Cavanaugh, a big believer in the power of the kindness of people, wants to remind others that they can always do positive things to help those in need, all the time.

"I really do believe that if you use whatever gifts you were given, your talents, and you make it a little better for the person next to you, you actually make the world a little better," Cavanaugh said.

Cavanaugh himself has been inspired and touched by another person who started a trend of doing 26 acts of kindness for each victim killed by the gunman. To get away from all the attention surrounding him, Cavanaugh had lunch at a cafe in Beverly Hills on Wednesday, and saw one the 26 acts in action.

"A woman was having lunch next to me and she was trying to pay her bill, and the waiter said that it's okay, it's already been paid," Cavanaugh said. "He handed her a piece of paper, and on it was the 26 names of the 26 victims. And the guy said, that's because of the one guy who bought the coffee we're doing this."

"I asked to see [the paper] and I started to cry, and the [cashier] said, are you alright? And I said yeah, I'm the coffee guy," Cavanaugh said. "Somehow this got connected to me, and I guess it is part of the movement and it's beautiful."

K-9 Unit

2012 was a year of big changes for the K9 unit. When K9 Mitch's original handler left the department, creating a need for a search to find him a new partner, Captain Alfredo Fernandez, the Department's administrator in charge of the unit, was tasked with putting a screening team together. The screening team was chaired by Corporal Tom Finnerty, the K9 Unit Supervisor, and included other K9 unit officers from other agencies. Police officers that were interested in becoming K9 handlers submitted their applications and interviews were conducted. After a long and rigorous process Officer Felix Anthony Vargas was chosen as Mitch's next handler by Chief of Police, Anne Glavin.

Officer Vargas and K9 Mitch

After Officer Vargas was selected, both he and Mitch were sent to the K9 Police Academy to hone their skills and bond as a team. They first attended narcotics school from May 7th to June 1st of 2012 where they were trained to find five different types of narcotics. From July 16th to August 17th of 2012 they attended K9 Patrol School where they were taught apprehension, tracking and obedience work. Both graduated

from the intense training and began serving the California State University, Northridge community in time for the 2012 Fall Semester.

Retirement of K9 Dozer and the Loss of Family Member, K9 Frieda

As a team, Corporal Finnerty and his partner Dozer had been working together at California State University Northridge for the past 4 years. In September of 2012, due to a medical condition, it was determined that 7 year-old Dozer would have to immediately retire from service. The condition, although not life threatening, no longer allowed Dozer to handle the rigors of police service. K9 Dozer now lives with Corporal Finnerty and his family. "Once a police dog always a police dog, he hates it when I leave for work without him." said Corporal Finnerty about Dozer trying to adjust to his retired status. Later, on October 12th, the DPS family was notified of the sad news of the passing of retired K9, Frieda, who resided with the Finnerty family in her retirement. "She is gone but she will never be forgotten", said Captain Alfredo Fernandez. Frieda's gentle demeanor (especially with children) created an

instant love affair with the campus community she so faithfully served. She will be sorely missed.

Corporal Finnerty and K9 Isy

In September of 2012 Corporal Finnerty and his new partner Isy, a 4 year-old German shepherd, were sent to the K9 police academy for explosives detection school. This is a grueling four week school that teaches all of the odors (16 of them) that the K9 needs to be able to detect and locate at all times to be a successfully certified team.

Two days after graduating, Corporal Finnerty and Isy were put right to work with a bomb threat that was called into California State University, Northridge. The threat was nonspecific so the team was tasked with searching the more high profile buildings on campus. Isy did a wonderful job performing to the high standards that is required of a K9 in this field. Since then the team has been called out by other police agencies to help with bomb threats and suspicious packages.



K-9 Unit Statistics

K9 Demonstrations	10
Searches	17
Burglar Alarm Responses	18
K9 Assist	1
Dignitary Protection	7

continued

CSUN Police Services K-9 Unit: Community Policing with Paws and Claws

BY STEPHANIE COLMAN | MARCH 19TH, 2012 | CSUN BLOG

Weighing a mere 100 pounds, Officer Mitch is one of the smallest members of the California State University, Northridge Department of Police Services. He can outrun any of his fellow officers and holds one of the best search records in the department.

Officer Mitch is a dog.

The department currently has two K-9 teams: Mitch, a 4-year-old German shepherd, partnered with Officer Raymond Gonzalez, and Dozer, the 6-year-old German shepherd partner of Cpl. Tom Finnerty. As the newest dog on the team, some might consider Mitch a rookie. But this rookie, like all police dogs, comes with an impressive training resume.

"It's harder for a dog to become a police dog than for a human to become a police officer," said Gonzalez, referring to the detailed temperament and health screenings that take place in the initial stages of a dog's training.

Most working police dogs are imported from Germany and other European countries, where breeders select for specific temperament and physical characteristics that help police dogs meet the unique demands of the job. The dogs begin their training overseas with a sport called "Schutzhund," which combines obedience, tracking and protection – three skills that make up the core of police dog work.

Once the dog arrives in the United States and is paired with a handler, the team attends basic patrol school, where they refine their skills in human tracking, suspect apprehension and evidence tracking. Teams can then go on to "major" in narcotics or explosives detection, creating a cross-trained dog who can both work on patrol and respond to special-circumstance calls. Mitch is trained to sniff out five different illegal substances: marijuana, methamphetamine, heroin, cocaine and ecstasy. Dozer, who has been with the department for nearly four years, can detect 15

different types of explosives. The teams continue to train throughout their careers.

This specialty training comes at a cost, but not to the university. Each dog carries an \$8,500 price tag, not counting training.

"The department receives the dogs on a grant from the National Police Dog Foundation," said Capt. Alfredo Fernandez, administrator of the K-9 program. "They also pay for all the training."

To help raise money, the K-9 team holds an annual fundraiser at Maria's Italian Kitchen and will host a "Meet the Dogs" event on campus on April 25.

The K-9 Unit started in 2005 and plays a valuable role in the department's mission of community-based policing.

"Having a dog is a deterrent," said Gonzalez. "Word gets out that we have a narcotics dog and we do patrol and make traffic stops in a buffer area around campus."

The team also recently started doing random narcotics searches in both the campus housing and main campus mailrooms in a pro-active attempt to prevent the transport of narcotics through the mail.

A K-9 team not only serves as an effective crime deterrent, but the dog's specialized training, coupled with a superior sense of smell, helps officers work more efficiently.

"I can effectively search a building or a floor much quicker than six or seven officers," Gonzalez said. "All I need is one cover officer and my dog and we can do the work of six or seven guys trying to look for a burglary suspect."

The ability to send a dog to apprehend a suspect, who

is usually armed, also helps keep officers safe. Whereas human partners part ways at the end of their shifts, a K-9 officer is responsible for his partner 24-hours a day, seven days a week.

"You grow very attached to your dog," said Gonzalez. "It's your partner. You work together 12 hours a day and then on your time off, you're with your dog. You need that bond. When I need Mitch to focus on a narcotics search or we have a suspect situation, that bond needs to be there in order for us to work effectively as a team."



Community Policing Team

University Police/Housing Partnership

The University Park Apartment (UPA) residential life department and the Department of Police Services (DPS) have worked together in creating a successful public safety partnership over the last 8 years. **This year saw a remarkable 37% decrease in reported crime from 2011 to 2012, not seen since the program's inception in 2004.** In analyzing the data, proactive contacts, communication, and intervention between the community policing team, residential life staff, and community members, coupled with a more proactive community who is much less hesitant to call on suspicious activities/subjects can be attributed to the significant drop in reported crime. The "Community Oriented Policing" framework through which the UPA public safety and security plan derives, proves to be more and more effective through the education of residents and housing staff on crime trends and crime prevention measures that continue to strengthen the program established years ago. Through meetings, presentations and community events, the residents and staff within the UPA continue to show focus in maintaining a safe living-learning environment. The community policing team members for 2012 were Officer Rene Lino and Officer Michael Reyes during Spring 2012 and Officer Arcelia Rosas and Officer Ryan Wells during Fall 2012.

The DPS Community Policing Team consists of two officers whose primary assignment is to strengthen the public safety program within the university's residential community. The team is assigned to a shift of Wednesday thru Saturday during the hours of 6:00 p.m. to 4:00 a.m. Three Allied Barton, Inc. security guards and three Matador Patrol student workers support the team's efforts through the oversight of a perimeter gate closure and resident/guest registration program, everyday between 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 efforts on reducing crime through the development of community partnerships and innovative problem-solving tactics.

Total criminal acts reported within UPA facilities:

2012 – 142 crime reports

2011 – 226 crime reports

A decrease of 37% in reported crime from 2011 to 2012.

UPA community crime statistics by semester

Spring 2012

- 3 residential burglaries
- 1 auto burglary
- 0 robberies
- 1 arson
- 0 rape
- 1 sexual battery
- 35 narcotics violations
- 3 simple batteries
- 0 aggravated assaults
- 0 criminal threat incidents
- 23 property thefts
- 7 vandalisms

Compared to Spring 2011

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

Fall 2012

- 1 residential burglary
- 0 auto burglary
- 0 robberies
- 1 arson
- 2 rapes
- 0 sexual battery
- 13 narcotic violations
- 1 simple battery
- 0 aggravated assaults
- 1 criminal threat incidents
- 30 property thefts
- 2 vandalisms

Compared to Fall 2011

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

continued

2012 UPA Arrest Statistics

Felony & Misdemeanor Offenses:

Willful Poisoning	1
DUI	3
Battery	1
Domestic Violence	1
Trespassing	1
Resisting Arrest	2
Criminal Threats	1
Unlawful Possession State Keys	1
Petty Theft	3
Unlawful Use of Handicap Placard	3
Bench Warrants	1
Total Arrests:	18



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

Curfew violation (juvenile)	2
Possession of Marijuana	9
Open Container of Alcohol in Public	1
Minor in Possession of Alcohol	5
Public Intoxication	1
Total arrests:	18

Raw 2012 Annual Data Report from Community Policing Logs

	2012	2011	% Change
1. Meetings with RAs:	208	121	72%
2. Contacts with...			
Staff members	1,068	912	17%
Residents/students	12,953	9,457	37%
Non-residents	1,048	918	14%
3. Loud music calls:	9	38	(-76%)
4. Suspicious person calls:	70	82	(-15%)
5. Suspicious activities:	52	36	44%
6. Fire alarm calls:	10	15	(-33%)
7. Medical assistance calls:	9	37	(-76%)
8. Marijuana smell calls:	39	83	(-53%)
9. Welfare check calls:	19	11	73%
10. Disturb the Peace calls:	17	64	(-73%)
11. Roommate disputes:	2	21	(-90%)
12. Possible theft (no crime):	3	20	(-85%)
13. Possible burglary (no crime):	1	3	(-67%)
14. Facility security checks:	1,476	1489	(-1%)
15. Mentally ill person call:	1	5	(-80%)

Crime Prevention & Community Events

Crime Prevention Programs:	
Spring 2012	13
Fall 2012	12
Community Events:	
Spring 2012	2
Fall 2012	10



Traffic Safety Unit

Engineering

During the Fall Semester, the Traffic Safety Unit worked with the Parking & Transportation Division and Facilities Planning to create a bicycle path along the Jacaranda walkway corridor. This bicycle path provides a safe ingress and egress for bicyclist into the campus core without compromising pedestrian safety. The path was completed with signage and road markings to clearly delineate the bike path from the walkway and was an immediate success.

Other Education And Enforcement Safety Campaigns

The Traffic Safety Unit continued with its education and enforcement safety awareness and enforcement programs by completing six additional safety campaigns during 2012. Each semester, the unit conducts a Bicycling and Skateboarding Safety Campaign, a "Click it or Ticket" seatbelt enforcement campaign and a "Hang-it Up" cellphone enforcement campaign. These programs were augmented by assistance from the patrol division. Together they handed out more than 1500 flyers.



New Motor Officer

With the departure of Motor Officer Mathew Verhulst the Traffic Safety Unit needed to fill the vacant position to keep the unit fully operational. Following an exhaustive testing process, Officer Michael Reyes was assigned to the unit in November. Officer Reyes, who has served with the CSUN Police Department for 6 years, brings professionalism, a team-oriented attitude, ingenuity and high energy to the unit. Officer Reyes will attend the Motor Academy in early 2013 and is expected to be fully trained by spring.

Child Safety Seat Installations

In June, motor unit Sergeant Frank Gudani and crime prevention coordinator Dan Foster began offering free child safety seat inspections to the community. The unit first started with three child safety seat installation events then implemented more frequent appointment-only system. By year end, 62 child seats has been inspected and installed.



Law Enforcement Partnerships

ADA Placard Crackdown with DMV

Investigations Unit:

- February 23, 2012
 - 4 CSUN police officers with 13 DMV Investigators
- September 18, 2012
 - 27 citations issued for violations
- September 18, 2012
 - 2 CSUN police officers with 14 DMV Investigators
- September 18, 2012
 - 23 citations issued for violations

LAPD Task Force on Pedestrian Safety:

- September 25, 2012
 - In partnership with the LAPD Valley Traffic Division
- September 25, 2012
 - 2 CSUN police officers with 10 LAPD officers
- September 25, 2012
 - 21 citations and 5 warnings issued to motorists

DUI Checkpoint with CHP West Valley Division:

- May 5, 2012
 - 1 CSUN police officer, 2 CSULB officers and 11 CHP officers
 - 491 vehicles screened
 - 7 field sobriety tests conducted
 - 1 DUI arrest
 - 2 other arrests for traffic violations
- September 15, 2012
 - 6 CSUN officers with 6 CHP officers
 - 500 vehicles screened
 - 7 possible DUI's screened
 - 1 warrant arrest
 - 10 citations for various traffic violations

continued

CSUNPD and DMV enforce the Americans with Disabilities Act

BY CARL ROBINETTE | MARCH 16TH, 2012 | DAILY SUNDIAL

CSUN police teamed up with 13 investigators from the Department of Motor Vehicles on February 23 to target those misusing Americans with Disabilities Act placards on campus, according to Christina Villalobos, public information officer for CSUN police.

The task force, which also included four CSUN police officers, issued 15 citations for misuse of disabled placards and 12 citations for parking in parking spaces designated for the disabled without a placard.

"Partnerships with the DMV allow us to place a more direct, concentrated effort to target ADA placard violators that would not usually be possible with our resources alone," Villalobos said in an email.

"Able-bodied drivers who misuse a placard and park in an ADA space are inconveniencing and potentially putting at risk those who have the right to lawfully park in those areas."

The department has been partnering with the DMV since the spring 2005 semester to enforce ADA laws, according to Villalobos. The department usually brings this task force together once a semester.

"We do know from state statistics that this law is highly abused," said Captain Alfredo Fernandez, who oversees the department's traffic safety unit. The state purposely enforces a hefty fine to discourage people from abusing these laws, he added.

Fines from the citations can run anywhere from \$400 to \$800 depending on the type of violation and the record of the offender. It is unknown how much revenue was generated from these violations. Misuse violations include using someone else's permit, using stolen permit, or using an altered permit. The most common violation is the use of another person's permit, Fernandez said.

In addition to strict enforcement, the department tries to educate the public about these laws to prevent violation through training programs. The recent one-day task force was preceded by several days of education opportunities, Villalobos said.

"We want to educate first," Fernandez said. "And if enforcement is the only education that works than we do that as our last option."

ADA placard laws are always enforced on campus but the task force allows the department to concentrate their efforts once a semester. This semester's task force was typical in the number of citations compared to previous terms, according to Fernandez, who said it was a successful operation.

"The best success would be the day we don't find any [ADA placard] abuse," Fernandez said.

Booster Seats Now Required for Children Eight and Under

BY JANETTE FLETCHER | FEBRUARY 2ND, 2012 | DAILY SUNDIAL

A new California law now requires children who are eight and under to be in booster seats while being driven, effective Jan. 1.

Previously, the law required children aged six or under to be in booster seats, but it changed when statistics on smart motorist wrote "that highway crashes are the number one cause of death among the nation's youth."

Statistics about the number of car accidents children have been injured in can be found at National Highway Traffic Safety Administration (NHTSA)

"Keeping them in booster seats increases their chance of surviving a crash by 45 percent," James DeCarli, coordinator of Safe Kids Los Angeles County, department of public health said in an email interview. "Childhood hospitalizations and deaths from car accidents are one of the top reasons injury has occurred among 2.6 million children. LA county

incidents involved children 16 and under. The number one reason for the injuries was riding improperly buckled."

Some parents are unaware that the new law has passed.

"I have a 3-year-old and a 20 month old," Shira Marmet, parent of two said. "I'm glad the government is taking steps to remind people of the regulations."

The only exception to the law is if the 8-year-old is at least 4'9" or taller. In that case, the child must seat in the back seat and wear a safety belt, according to the California Highway Patrol.

Provisions for the law are stated in a SafetyBeltSafe form found online. Frequently asked questions are also outlined including a five point test to see if your child needs to be in a booster seat.

"Leg length increases with age, so by moving the age up to eight, they get a chance to become taller," said

Jennifer Romack, director of the Motor Development Laboratory and professor of kinesiology. "Total height has a higher percentage in leg length so it gives the legs a chance to catch up with the trunk."

The Centers for Disease Control and Prevention (CDC), provides a fact sheet that outlines problems, risks, and injuries in child passenger safety.

"When a child is not in a booster seat when they should be, the child makes a decision to slouch down to be more comfortable," Romack said. Romack insists that parents should be informed about why a new law on booster seats changed.

"If the parents know why it's beneficial to their child, it will make more parents concerned about safety," Romack said. "The public has a right to know why it's mandated and why injuries happen."

Not abiding by the rules can cost you or the driver a \$500 ticket.

Crime Statistics

PART 1 OFFENSES

Violent Crimes (11)	2012	Change from 2011
Homicide	0	0
Rape	3	+3
Robbery	6	+1
Aggravated Assault	2	-5
Property Crimes (390)		
Arson	2	+2
Burglary	19	-9
Larceny/Theft	357	-3
Motor Vehicle Theft	2	-3
TOTAL PART 1 OFFENSES	401	-14

PART 2 OFFENSES

	2012	Change From 2011
Simple Assaults	24	-14
Vandalism – 594 PC or appropriate sections	139	-55
Weapons: Carrying, Possessing, etc. – 12020(a) PC, 626.10 PC or appropriate sections	3	-4
Other Sex Offenses	6	+5
Drug Abuse Violation – 11357(a) H&S, 11350 H&S or appropriate sections	30	-1
Driving Under Influence	17	-5
Liquor Laws – Muni Codes 25662 B&P, 25620 B&P, 25657 B&P, 25658 B&P or appropriate sections	11	-1
Drunkenness – 647(f) PC	4	-6
Disorderly Conduct – 415 PC, 647(d) PC, 415.5 PC or appropriate sections	7	-5
Forgery & Counterfeiting 470 PC, 648 PC or appropriate sections	9	+4
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	4	+3
All Other Part II Offenses	168	-27
TOTAL PART II OFFENSES	422	-106

CSU NORTHRIDGE Calendar Year 2012 vs 2011

Other Offenses		2012	Change From 2011
Traffic Accidents	On Campus	47	-7
	Off Capus	5	0
Property Loss	State	\$17,960	\$33,445
	Personal	\$208,671	-\$108,076
	Total Property loss	\$226,631	-\$141,521
Property Recovered	State	\$4,938	-\$6,572
	Personal	\$32,746	-\$2,684
	Total Property Recovered	\$37,684	-\$9,256
Medical Assists	Alcohol and Drug Related	17	-1
	Other Medical Assists	150	-20
Suicide	Attempts	2	-2
	Suicide	1	+1
Domestic Violence		4	-4
Hate Incidents		4	0
Hate Crimes	Race	2	-2
	Gender	0	0
	Religion	0	0
	Sexual Orientation	0	0
	Ethnicity	1	0
	Disability	0	0
Total Crimes (Actuals)	Part I (exclude simple assaults; include arsons)	401	-14
	Part II (include simple assaults)	422	-106
	Total Crimes	823	-120
Adult Arrests/Citations	Part I	11	-9
	Part II	58	+9
	Misdemeanor Vehicle Code	154	+21
	Other Arrests (Local Code/ Warrants)	25	-49
	Total Adult Arrests	248	-28
Juvenile Arrests/Citations	Part I	2	+1
	Part II	10	+4
	Misdemeanor Vehicle Code	3	+2
	Other Arrests (Local Code/ Warrants)	5	-10
	Total Juvenile Arrests	20	-3
Alarm Statistics	Fire Alarms	15	-6
	False Fire Alarms	20	+1
	Intrusion Alarms	486	+147

Investigations Unit

There are two members of the investigations unit, whose responsibilities are divided between the Major Crimes and Special/Sensitive Crimes units. With 40 years' of law-enforcement experience between them and with ongoing specialized training, detectives effectively investigate virtually all types of crimes—from minor to serious.

An example of crimes investigated in 2012 include robbery, theft, identity theft, vehicle theft, battery, sex crimes, financial crimes, computer crimes and criminal threats. One detective is a member of the Department's threat-assessment team, working with other team members on campus who address students and others with mental-health issues. Detectives may also investigate other non-criminal issues if the situation demands particular investigative skills such as missing persons.

Detectives are responsible for facilitating the collection, storage, management and analysis of evidence. They also register sex offenders who are required to comply with state law and register with the Department as members of the campus community.

2012 Notable Cases:

CASE # 121416: Using the description provided by a victim, detectives and patrol officers arrested a CSUN student and his juvenile brother for six thefts of students' computers and tablets in the Oviatt Library. Officers recovered the stolen items from the suspects' car in the student parking lot. The adult suspect was charged with six misdemeanor counts.

CASE #121391: While investigating thefts at the Oviatt library, detectives arrested a 14-year-old whom they determined was in possession of a stolen iPhone he grabbed from a woman at a bus stop in Reseda. This information allowed Los Angeles Police Department detectives to solve an unrelated burglary where the suspect had used a ruse to get another victim to allow him into her house where he stole her property.

CASE #120606: While investigating a bomb threat to a university commencement ceremony, detectives determined that a Los Angeles man, whom in 2004 applied to CSUN as a student, had made the phone threat. Using search warrants and other investigative tools, detectives proved that the man had made the threat in an attempt to have the ceremony canceled. The man had apparently lead his family to believe that he had been attending CSUN for years and that he was to graduate the following day. With his family in from out-of-town he apparently felt that the only way to conceal his deceit was to "cancel" the ceremony. The man pled no-contest and was sentenced to 1 day in jail, 3 years' probation, ordered to attend counseling, stay 100 yards away from CSUN and reimburse the CSUN police department for its expenses related to the investigation.

CASE #120296: A detective and police officer traced a stolen cell phone using the device's tracking software to an off-campus residence. Officers arrested the CSUN student who had stolen the phone from the Oviatt Library where its owner had left it plugged into an electrical outlet to charge.

CASE #120430: A CSUN student was convicted of misdemeanor annoying electronic communications after threatening CSUN President Dianne Harrison via e-mail. Officers took the student into custody for a mental-health evaluation prior to the filing of criminal charges.

CASE #121046: Detectives filed charges against a CSUN student who used his roommate's credit card information to make CSUN-related purchases and obtain access to online sex-related websites. The student told detectives that he "wasn't thinking" when he used the card.

Investigations Unit Statistics for 2012:

91 out of 102 criminal cases were presented to and filed by the Los Angeles District and City Attorney offices.

97 non-criminal investigations (a decrease of 8% from 2011) were conducted to include university misconduct, threat inquiries, cases involving mental illness, suspicious persons/activities, and other investigations that had no criminal repercussion.

CASE CLEARANCE RATES FOR UCR REPORTABLE CRIMES

Rape by force	33%	3 incidents / 1 cleared
Robbery	17%	6 incidents / 1 cleared
Aggravated Assaults	100%	2 incidents / 2 cleared
Simple Assaults	67%	24 incidents / 16 cleared
Burglary	5%	19 incidents / 1 cleared
Motor Vehicle Theft	8%	12 incidents / 1 cleared
Larceny - Theft	5%	357 incidents / 19 cleared

Threat Assessment Unit

The department's Threat Assessment Unit is committed to decreasing the risk of violent incidents via a proactive, multidisciplinary, coordinated, and objective approach to the prevention, identification, assessment, intervention, and management of situations that may pose a threat to the safety and well-being of our students, faculty, and staff who make up our campus community.

The unit consists of two detective sergeants and one patrol sergeant who conduct all threat assessment investigations, as well as all threat management responsibilities. The unit is directed by Chief Anne P. Glavin, managed by Captain Scott G. VanScoy, and supervised by Detective Sergeant Mark Benavidez.

The Threat Assessment Unit participates in the university's Student Behavioral Intervention Team (SBIT). The unit provides support from the law enforcement perspective, advises the team of options within the Criminal Justice System, and when permissible, provides additional information from a threat assessment investigation/inquiry to assist with the overall threat assessment process. Many times, the Department of Police Services is the first responder when concerning or threatening behaviors are reported. As such, the Threat Assessment Unit may be the lead in cases referred to the Student Behavioral Intervention Team.

3 Threat Assessments on Persons of Concern for 2012:

- 1 CSUN student (a decrease of 4 from 2011)
- 1 CSUN staff member (none reported in 2011)
- 1 CSUN faculty member (same as reported in 2011)

7 Person of Concern Reviews for 2012 (those not meeting the criteria for a full threat assessment process):

- 4 CSUN students
- 1 Non-CSUN student
- 2 CSUN faculty members

Crime Prevention and Community Relations Unit

CSUN PD Partners with the Klotz Student Health Center for RADD's Designated Driver Program

In March of 2012, the Klotz Student Health Center began a partnership with the RADD (Recording Artists Against Drunk Driving) designated driver program. In doing so, CSUN became the first in the CSU system to join the program for Los Angeles County alongside the UC Irvine and UCLA. RADD, 'The Entertainment Industry's Voice for Road Safety', is an internationally recognized non-profit organization that empowers celebrities and media partners to create positive attitudes about road safety. In their 2011-2012 annual report, RADD referred to CSUN as, "the model of a new campus partner."

During the summer of 2012, Department of Police Services Crime Prevention Unit initiated a partnership with the Klotz Student Health Center to help support the RADD program and recruit additional bars and restaurants in the surrounding community. Crime Prevention Coordinator, Dan Foster and the health center's Janis Martin were able to secure partnerships with eight establishments, which included:

Acapulco
Chili's
Dublin's Irish Bar
Lum Ka Naad
TGI Fridays
CFrenz Bar
Oil Can Harry's
Howl at the Moon

In order to inform students of the benefits of the RADD program, and provide options for sober driving, RADD designated driver cards were

passed out to incoming freshman, sororities and fraternities, housing residents and to the general student population during campus events. The RADD card offers alternatives for driving (calling a cab, "crashing on a friend's couch") and lists local establishments honoring free non-alcoholic beverages for designated drivers. Many of the restaurants have even offered free or discounted appetizers as an additional incentive to designating a sober driver. Providing RADD cards to students gives them an alternative to drinking when going out to local bars and restaurants.

Bicycle Theft Prevention Programs

In continuing efforts to deter bicycle theft on campus, the department stepped up its visibility on campus to promote bicycle registration and the Matador Bicycle Compounds (enclosed, secured space to park bicycles on campus). The Crime Prevention Unit, the Community Policing Team and the Transportation Unit combined their efforts to staff 27 tabling and education opportunities on campus. Sixteen of those events were held in the University Park Apartments to improve the use of the two bicycle compounds designed for students living on campus. By year end, 319 bicycles were registered and 257 signed up for the compounds, resulting in a **46% increase in the number of bicycle registrations and a 267% increase in the number of bicycle compound registrations.** One of the biggest incentives for students has been the monthly free U-lock raffle. Started in 2011 with donations by Target, each month students have the opportunity to win a U-lock when they register their bike and sign up to use the compounds.

Efforts to curb bicycle theft also included continuing a partnership with CSUN's student

group, the Bicycle Collective. The Collective is comprised of dedicated student cyclists who help educate other bicyclists about local events/rides and offer minor maintenance or repairs and adjustments (air and brake checks). Pairing up alongside the collective at their campus events gives students a convenient "one stop shop" when it comes to their bicycle needs. Aside from improving students' understanding of bicycle safety and security, the partnership helps reinforce to the community that the police department can work with students on campus towards a common goal.

In September, the Crime Prevention Unit produced the first in a series of safety videos aimed at increase personal safety. The bicycle safety video highlighted proper locking techniques, the bicycle registration program and the Matador Bicycle Compounds. The department debuted the video on its Facebook page and YouTube channel, as well as the Associated Students M.I.N.D. (Matador Information Network Display) screens which featured the video throughout the semesters.

Graffiti Hurts Grant Award

In October, the Department of Police Services was awarded \$2,500 worth of **Sherwin-Williams paint as part of the Graffiti Hurts® National Grant Program offered by Keep America Beautiful, Inc.**, which aims to help communities kick-start or add to a local graffiti prevention program. The Department of Police Services was one of 127 organizations to submit an application for consideration, based on population size of the community. With this grant money, Police Services partnered with Physical Plant Management (PPM) to clean up several areas on campus vandalized with graffiti.

continued

CSUN Police Department Holds Safety Workshops

BY TERESE TORGERSEN | SEPTEMBER 19TH, 2012 | DAILY SUNDIAL

Safety workshops that could help prevent crime and violence are being hosted by the university's police services throughout the year.

For the last five years the CSUN Police Department has hosted free safety workshops for students, faculty, staff and the community during the fall and spring semesters, said Christina Villalobos, crime prevention unit supervisor for CSUN PD.

In 2005, the Clery Center for Security on Campus made September the National Campus Safety Awareness Month (NCSAM) to increase awareness about campus safety challenges and to make safety a priority, said Abigail Boyer, assistant director of communications at The Clery Center.

More than 25 states and 100 institutions will participate in this year's "Safe Campus, Strong Voices" campaign. Activities include on-campus educational programs, a social media campaign, theater and art projects focusing on campus safety.

"Its goal is to foster a campus environment where individuals treat each other with respect, intervene when harmful situations occur and

support those who have been victimized," Boyer said.

The workshops focus on personal preparedness for emergencies, self-defense for women, identity theft prevention, aerosol defense, residential security and campus preparedness and response. Between five and 10 people attend the workshops, Villalobos said.

"It's important to provide workshops to increase personal safety and awareness," Villalobos said.

The No. 1 crime on campus at CSUN is theft of unattended personal property, such as backpacks, cell phones and computers, according to CSUN's 2010 Annual Security Report & Fire Safety Report. In 2010, there were 318 reported personal property thefts on campus.

Burglary, vehicle theft and simple assault are other common crimes, according to the report.

CSUN offers a variety of options for crime prevention, including: free bicycle registration, registration of equipment with Security Tracking of Office Property for \$10 per item, a personal safety escort program and self-defense classes for women.



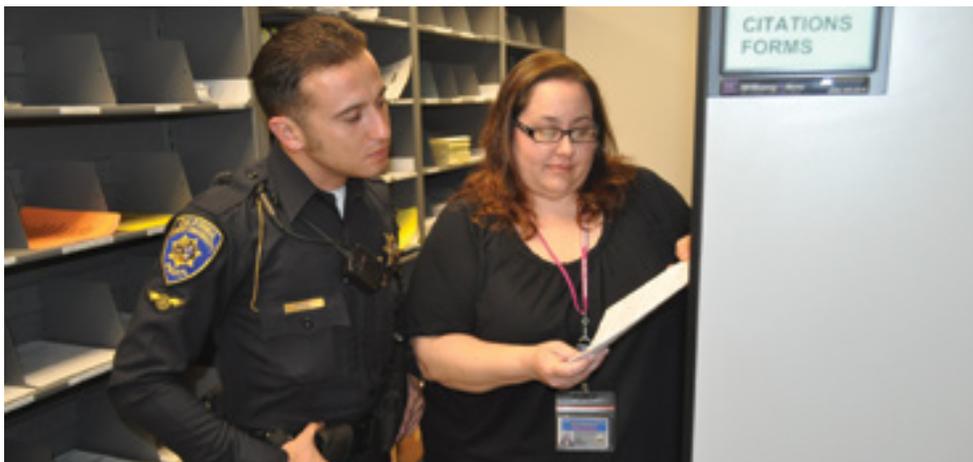
Records Unit

The records unit serves an imperative function for the Department and has a myriad of responsibilities in day-to-day operations. We are responsible for the gathering of statistics which are reported to federal and state agencies, the daily preparation and distribution of the crime log to the campus community, and we maintain the Department of Motor Vehicle's Employer Pull Notice program for the campus community. In addition, the records unit also assists patrons with vehicle releases, copies of reports, and conducts requested background inquiries.

The records unit generated \$7,960.00 in revenues in 2012 for fees collected for vehicle impound releases, as well as \$560 for copies of police reports.

In 2012, the Records Unit processed:

1,481	Police Reports
1,097	Traffic Citations
202	Arrests
94	Vehicles Impounds
83	Vehicles Released
8	Vehicles Liens
2	Vehicle Repossessions
243	Customer Satisfaction Surveys



Lost and Found

Lost & Found Accessible Online

The CSUN Lost & Found has traditionally used the Returnity+ for tracking the Lost & Found intake and dispositions, but was not able to use the online features of this software. In 2012, working with campus IT to ensure the pages used by the public to report lost property met the campus standards for accessibility, our Lost & Found Coordinator opened the Lost & Found reporting process to the campus community by offering a web-based method for reporting lost property. The CSUN campus community can log onto a webpage to report lost property and to check to see if their property was found. With members of the campus community filing their reports online, more detailed information is volunteered on report. This has led to a greater number of items being reported "lost" as nearly all online reports contain all the necessary information to ascertain what was lost as well as useful contact information on the person reporting the loss. This has practically eliminated incidents of receiving reports that were unreadable, illegible, or incomplete.

Lost & Found Statistics

Total number of cases carried over from 2011:	1915
Total number of new cases added in 2012:	1226
Total number of cases closed in 2012:	670
Total number of cases open at year-end:	2390
Disposition Rate:	22% (returned, donated, disposed)

Livescan and Notary Services

Livescan fingerprinting, a process by which fingerprint data is sent electronically to the State of California's Department of Justice (DOJ) and Federal Bureau of Investigation (FBI), was first offered by CSUN PD in 1998 as part of a state grant by the Los Angeles County Sheriff's Department. At the time, Livescan was only used by the sheriff's office to process criminal history checks within the county correctional system. When it was implemented at CSUN PD, a single Livescan machine processed criminal history checks for CSUN students seeking teacher credentials, as well as CSUN police officer applicants. When services then expanded beyond the campus, the great majority of applicants were for nursing and childcare licensing. Over the last 15 years, Livescan services at CSUN PD has grown to include screening and/or licensing of public and private school employees, medical and dental professionals, therapists, Department of Motor Vehicle employees, day camps counselors, and campus employees.

In 2012, the CSUN PD Livescan unit processed **3,906** fingerprints and less than 1% required a re-do.

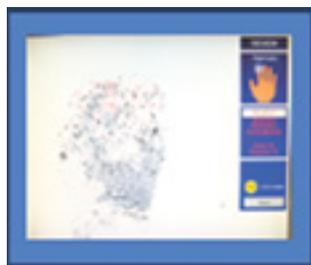


THE DIFFERENCE BETWEEN A QUALITY FINGERPRINT AND A RE-DO PRINT

This is a good quality fingerprint that shows the Center of Loop, and the Delta that must be shown. The lines running between deltas must be clear.



This is a bad quality fingerprint that is smudged. The lines and blurred fingerprint is unreadable. These prints would be rejected.



Notary

The Livescan office also provides Notary Public services to faculty, students and staff of California State University, Northridge as well as the surrounding community. A Notary Public is a public official commissioned by the Secretary of State to witness the signing of important documents and administer oaths. The charge for this service is \$10.00 per signature.

In 2012, **89** notaries were processed. Our employees are members of the National Notary Association which is a leading national and international authority in education and best practices for Notaries.

Notary Services are provided by:
Virginia Metcalf
Tatum Wiley

Emergency Management and Preparedness Unit

The Emergency Management and Preparedness program at CSUN takes an all hazards approach to planning and employs the Emergency Management Cycle. This cycle is an open ended process that has a series of management phases. These phases are:

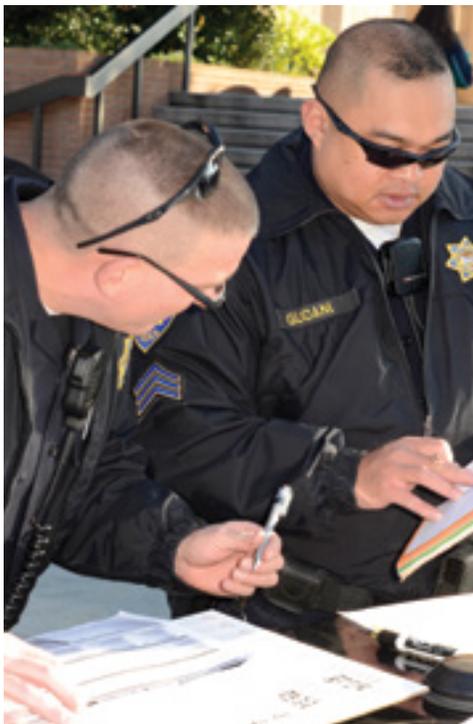
PREVENTION/HAZARD MITIGATION

identifying risks and taken action to eliminate or reduce the loss of life and property related to an act that cannot be prevented.

PREPAREDNESS – Developing emergency plans, acquiring and preparing of supplies and equipment and be informed.

RESPONSE – Actions taken to effectively contain and resolve the emergency or disaster.

RECOVERY – The effort to restore life to its previous social and economic level.



Training

TRAINING is an important element in emergency management as it helps to raise the awareness of our community about what emergencies and hazards we may face and giving them confidence through information and knowledge to be able to respond in the appropriate manner.

The core of our emergency preparedness program is personal preparedness. Training our faculty, staff and students on the importance of mitigation and personal preparedness helps the campus ensure workforce continuity and lessens the impact and trauma of the event if our community is prepared and promotes campus resiliency.

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

64 members of the Emergency Operations Center (EOC) team received an overview in the purpose and objectives of the EOC as well as training in EOC section responsibilities and utilization of WebEOC, a web-based Crisis Incident Management software tool that allows EOC staff to make informed decisions with the most current information.

59 employees received an introduction to the Department of Police Services at new employee orientation which included personal preparedness, how CSUN plans and prepares for emergencies and disasters, and other services offered by the department.

51 building and floor marshals received emergency procedures and response training as well as personal preparedness and planning training.



DRILLS AND EXERCISES - In emergency response, exercises and drills are as important as regular training. Exercises are conducted to test plans, procedures, equipment, facilities and training. Exercises are evaluated to determine what went right and what needs improvement. In 2012, the following exercises and drills were conducted at CSUN:

- A full scale hazardous materials spill and response exercise was held in January which included the activation of the EOC and field response to the scene of the incident, and included the evacuation of buildings in the vicinity of the spill. Representatives from our community partners Los Angeles Police Department and Los Angeles Fire Department were also included. The campus' emergency notification system was tested as part of this drill.
- Each semester evacuation drills were conducted in the student housing complexes and a hot-

wash evaluation was held immediately after with students, resident advisors and community directors to determine what improvements could be made in the processes.

- The Oviatt Library, the largest building on campus, conducted an evacuation drill in April after having completed training and updating of their emergency plans. Evaluations and discussions held after the drill produced ideas of how to improve their response and a corrective action plan was developed to further develop their response capabilities.
- In October, the campus participated in the fifth annual "California ShakeOut" drill which afforded everyone the opportunity to practice how to be safer during earthquakes by using the "Drop, Cover and Hold On" response. After the drill, students from the Geology department manned tables on campus with more information on earthquake mitigation, preparedness and response. One of our notification systems,

InformaCast, was used to kick off the drill by sending the message to all campus VOIP phones.

- The Klotz Student Health Center conducted an earthquake response and triage drill in November to test their evacuation plans as well as their triage response plans. After evacuation of the building, the triage teams quickly evaluated and assessed the victims played by students. A hot-wash evaluation immediately after the drill allowed the staff to examine what additional planning needed to be done and what equipment needs they had.

CSUN Police Launch New Community Emergency Notification System

BY CHELSEA TURNER | SEPTEMBER 14TH, 2012 | CSUN TODAY

The Department of Police Services at California State University, Northridge has launched Nixle, an emergency notification service designed to allow easy communication with students, faculty, staff and the Northridge community.

Nixle allows the police department to communicate with the public via text message and email regarding public safety alerts. It is free to subscribers; however you must opt-in for this service and standard text message rates may apply.

"Nixle provides an additional platform to increase our communication ability during an emergency or critical

incident," said Christina Villalobos, public information officer. The campus currently utilizes and will continue to use Blackboard Connect for emergency notification to students, faculty and staff.

Nixle will allow community members, including parents to sign up to receive alerts. Those interested can register by texting "csunpolice" to 888-777 or signing up online, where custom settings can be managed for notification preferences.

"What makes Nixle unique for CSUN is that parents and neighbors now have a means for staying up to date with information disseminated by CSUN PD

during emergencies and critical incidents," Villalobos said. "Prior to having Nixle, only faculty, staff and students were notified since we used contact information uploaded from the campus database."

The service is used by more than 6,000 public safety agencies including the Los Angeles Police Department, which was one of the first large agencies to test the service. Nixle is a secure communications service available to municipal, county and state government agencies.

Professional Standards and Training Unit

CSUN Police Coordinate Multi-Agency Active Shooter Drill

The 5th annual exercise is timely in wake of the Sandy Hook tragedy.

The California State University, Northridge Police Department considers the training and preparedness of our police officers as one of our most important responsibilities. Our officers train to respond to a myriad of situations which have included plane crashes, natural disasters (earthquakes), hazardous materials (chemical spills) and active shooter situations, to name a few.

On December 20, 2012, the California State University, Northridge Department of Police Service hosted its fifth Multi-Agency Active Shooter Exercise with our allied law enforcement agencies. This year's location was the National Center on Deafness (NCOD), one of the largest programs for the deaf and hard of hearing in the country. Over 60 officers, from such agencies as the Los Angeles Police Department, Los Angeles County Sheriff's Department, Los Angeles School Police, and Simi Valley Police Department, joined CSUN PD in the exercise. Feedback was positive from the participating officers who found the exercise challenging and stimulating. NCOD staff and students who acted as role players for the exercise also found the experience educational and offered their insight on their perspectives to the officers.

President Harrison, six months into her tenure at CSUN, was invited by Chief Anne Glavin to witness the training in action. She saw first-hand the type of response that could unfold if an active shooter situation occurred at CSUN.

With the annual training taking place less than a week following the Sandy Hook Elementary School mass shooting, media response and coverage was extensive. Numerous local and national outlets covered the active shooter drill, and the overarching feeling of the media was that CSUN is well prepared for an active shooter situation.



continued

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-four police officers, six police services dispatchers, and 14 non-sworn staff members attended 240 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.

During 2012, sixty-nine Department of Police Services employees attended 6,205 hours of training in the three categories shown in Chart 3.1.

2012 TRAINING CATEGORIES

- Category I - CSU Policies, Legislative Mandates, State and Federal Requirements - **240 Hours**
- Category II - Department of Police Services Employee Training - **4,768 hours**
- Category III - California Commission on Peace Officer Standards and Training (POST) **1,197 hours**

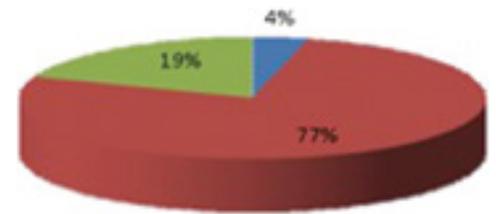


Chart 3.1

CATEGORY I CALIFORNIA STATE UNIVERSITY POLICIES, LEGISLATIVE MANDATES, STATE AND FEDERAL REQUIREMENTS				
COURSE TITLE	COURSE LENGTH COURSE PRESENTER(S) (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL TRAINING HOURS
Bloodborne Pathogens Refresher	1	CSUN Department of Police Services / American Red Cross	24	12
California Law Enforcement Telecommunications System (CLETS) Update	1 - 2	CSUN Department of Police Services / California Department of Justice	26	49
Defensive Driver	2	CSUN Department of Environmental Health, Safety and Risk Management	11	22
Health Insurance Portability and Accountability Act (HIPAA)	2	CSUN Department of Environmental Health, Safety and Risk Management	35	70
Injury and Illness Prevention Program	2	CSUN Department of Environmental Health, Safety and Risk Management	7	14
Respiratory Protection Update	1	CSUN Department of Environmental Health, Safety and Risk Management	26	26
Security Awareness	1	CSUN Department of Environmental Health, Safety and Risk Management	7	5
Sexual/Unlawful Harassment	2	CSUN Office of Human Resource Services	9	18
University Orientation	3 - 4	CSUN Office of Human Resource Services	7	24

Table 3.1

Department of Police Services Employee Training

Members of the Department of Police Services participated in 4,768 hours of professional development and/or specialized skills training as shown in Table 3.2. Some notable training courses include canine patrol and narcotics detection that was completed by Isy, the newest officer in the Canine Unit.

The Department of Police Services continues to present its annual critical incident multi-agency active shooter exercise with participation by the Los Angeles Police Department, California Highway Patrol, Los Angeles County Sheriff's Department, and the Los Angeles Unified School Police. The latest exercise presented officers with the unique challenge of responding to an active shooter at the National Center on Deafness located in Jeanne Chisolm Hall where many deaf and hard of hearing students attend classes.

Briefing and in-service training occurs during each watch and is generally conducted by the shift supervisor or other qualified instructor. Recurring topics for in-service training include review of department policies, legal updates, informational bulletins, and the use of new equipment.

In 2012, University Counseling Services in collaboration with Kognito Interactive Online provided access to an online course for police officers and university staff on identifying students with mental health issues. The training provided the skills to identify students experiencing high levels of distress, how to approach a student and discuss the issue, and if necessary, how to make an effective referral to support services.

In addition, University Counseling Services and Kognito Interactive Online also provided access to an online course designed to identify the unique challenges faced by many student veterans. This course provided useful tips on how best to interact with student veterans, and information on the various on and off campus resources available to student veterans.

Table 3.3 shows briefing and in-service training topics, and Table 3.4 shows in-service video training.



continued

CATEGORY I CALIFORNIA STATE UNIVERSITY POLICIES, LEGISLATIVE MANDATES, STATE AND FEDERAL REQUIREMENTS				
COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER	NO. OF ATTENDEES	TOTAL TRAINING HOURS
Active Shooter/First Responder	16	International Tactical Training Seminars	1	16
Armorer Certification - Colt	24	Colt Defense LLC.	1	24
Canine Narcotics Detection	160	Inglis Police Canine Academy	1	160
Canine Patrol	160	Inglis Police Canine Academy	1	160
Cardio-Pulmonary Resuscitation (CPR)	4	CSUN Klotz Student Health Center / American Heart Association	4	16
Child Passenger Safety Seat Technician	40	Safe Kids	1	40
Child Passenger Safety Seat Technician Update	6	SafetyBeltSafe, U.S.A.	2	12
Clery Act	3	Stafford & Associates	5	15
Communicating in 2012	6	California Crime Prevention Officers' Association	2	12
Crime Prevention Officers' Training	3	California Crime Prevention Officers' Association	1	3
Critical Incident Multi-Agency Exercise – Active Shooter Response	1	CSUN Department of Police Services; Los Angeles Police Department; Los Angeles County Sheriff's Department; California Highway Patrol; and Los Angeles Unified School Police	19	19
Critical Incident Response Unit (CRU)	Varies	CSU Critical Incident Response Unit	2	80
Crowd Management	12	CSUN Department of Police Services	11	132
CSU Manager's Meeting/Workshop	1	California Public Parking Association	1	8
CSUN Technology Fair 2012	6	CSUN Department of Information Technology	5	30
Dealing With Workplace Violence and Fear or Threats of Violence (Parts 1 & 2)	4	CSUN Department of Police Services / CSUN Office of Human Resource Services	5	20
Effective Communication as a Manager Seminar	3	CSUN Office of Human Resource Services	1	3
Emotional Survival Workshop	4	CSUN Office of Human Resource Services	21	84
Employment Law and Unionized Staff Seminar	2.5	CSUN Office of Human Resource Services	2	5
Field Training Program (Dispatcher)	480	CSUN Department of Police Services	2	960
Field Training Program (Police Officer)	480	CSUN Department of Police Services	3	1,440
Identi-Kit	3	Smith & Wesson	5	15
Identifying and Resolving Conflict in the Workplace Seminar	3	CSUN Office of Human Resource Services	1	3
Justice Data Interface Controller (JDIC) Operator	8 - 16	Los Angeles County Sheriff's Department	6	88
LiveScan (Jail Operations)	8	Los Angeles County Sheriff's Department	2	16
Manual Transmission	12	CSUN Department of Police Services	3	36
Notary Public Renewal Workshop	8	National Notary Association	1	8
Parking Enforcement Boot Camp	8	International Parking Institute	1	8
Performance Management Seminar	2	CSUN Office of Human Resource Services	4	8
Public Information Officer Training Conference	32	National Information Officers' Association	1	32
Rape Aggression Defense (RAD) Instructor	24	RAD Systems	2	48
State and Local Anti-Terrorism	8	U.S. Department of Justice – Bureau of Justice Assistance	3	24

Table 3.2

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 intermediate force weapons. Weapons training courses are listed in Table 3.5.

Twenty-four police officers and six police services dispatchers attended 1,197 hours of POST-certified training.

Police officers and dispatchers completed POST telecourses on subjects including pursuit driving and legal update. All police officers and public safety dispatchers have completed their perishable skills training for the CPT period ending December 31, 2012. POST courses completed during 2012 are listed in Tables 3.6 and 3.7.

Table 3.3

**CATEGORY II, continued
BRIEFING AND IN-SERVICE VIDEO TRAINING**

COURSE TITLE	COURSE LENGTH	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL TRAINING HOURS
18-Wheels and Busted	15 min.	CSUN Department of Police Services; American Association of Motor Vehicle Administrators and the Federal Motor Carrier Safety Administration	3	1.5
700 Gs	15 min.	CSUN Department of Police Services / CA Highway Patrol	3	1
911 on DVD Series	Varies	CSUN Department of Police Services / Public Safety Training Consultants	6	14.5
Administrative Per Se	15 min.	CSUN Department of Police Services / CA Department of Motor Vehicles	3	1.5
Managing Terrorism Incidents	1 hr.	CSUN Department of Police Services / U.S. Department of Justice – Office of Justice Programs	5	5
P.U.R.S.U.E.	30 min.	CSUN Department of Police Services / International Association of Chiefs of Police (IACP)	3	1.5
Minors in Detention – Federal and State Requirements	Varies	CSUN Department of Police Services / CA Department of Corrections and Rehabilitation	28	23
Steroids and Law Enforcement	15 min.	CSUN Department of Police Services / U.S. Department of Justice – Drug Enforcement Administration	3	1
Temporary Custody	1 hr.	CSUN Department of Police Services / CA Department of Corrections and Rehabilitation	3	3
Trauma Shooting Kit	30 min.	CSUN Department of Police Services / Townsend Law Enforcement	3	1.5
Victim Information & Notification Everyday	30 min.	CSUN Department of Police Services / Appriss	3	1.5
Vigilance – Patrolling in the New Era of Terrorism	30 min.	CSUN Department of Police Services / U.S. Department of Homeland Security	3	1.5
Your Vest Won't Stop This Bullet	30 min.	CSUN Department of Police Services / International Association of Chiefs of Police (IACP)	3	1.5

Table 3.4

CATEGORY II, continued
BRIEFING AND IN-SERVICE TRAINING

COURSE TITLE	COURSE LENGTH	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL TRAINING HOURS
Active Shooter Response Drill	4 hrs.	CSUN Department of Police Services	20	80
Amber Alert Criteria	10 min.	CSUN Department of Police Services / CA Highway Patrol	32	5.5
Annual In-Service	3 hrs.	CSUN Department of Police Services	56	168
Automated External Defibrillator (AED) Refresher	30 min.	CSUN Department of Police Services / American Red Cross	30	15
Blackboard Connect	30 min.	CSUN Department of Police Services	8	6.5
Bus Transit Center Response	20 min.	CSUN Department of Police Services	23	8
CopLogic Online Reporting System	30 min.	CSUN Department of Police Services	21	10.5
Counterfeit Bills	30 min.	CSUN Department of Police Services	7	3.5
DMV CLETS Registration Printout	1.5 hrs.	CSUN Department of Police Services CA Department of Motor Vehicles	3	4.5
EmFinders PSAP	15 min.	CSUN Department of Police Services	5	1.5
Ethics for a Modern Workforce	2 hrs.	CSUN Department of Police Services	27	54
Guaranteed Emergency Ride Program	5 min.	CSUN Department of Police Services	4	.5
Hydraulic Bollard Operator	15 min.	CSUN Department of Police Services	29	7
ICS for Single Resources and Initial Action Incidents (IS-200.b)	3 hrs.	CSUN Department of Police Services / FEMA	1	3
Incident Command System (ICS) Biannual Review	15 min.	CSUN Department of Police Services	22	11
ICS Practical Exercises (#1 - #4)	30 min.	CSUN Department of Police Services	21	42
IC Ready bag, ICS Critical Tasks Check List and CP Flag	30 min.	CSUN Department of Police Services	22	11
Introduction to the Incident Command System (ICS-100 I.e.)	2 hrs.	CSUN Department of Police Services / FEMA	3	6
Introduction to the National Incident Management System (NIMS)	2 hrs.	CSUN Department of Police Services / FEMA	7	14
Introduction to the Standardized Emergency Management System (SEMS)	1 hr.	CSUN Department of Police Services / FEMA	7	7
LoJack Operator	30 min.	CSUN Department of Police Services	4	2
Mobile Command Trailer	Varies	CSUN Department of Police Services	11	30.5
Northridge Hospital Center For Assault Treatment (CATS) Briefing	30 min.	Northridge Hospital CATS	20	10
OnStar	1 hr.	CSUN Department of Police Services	5	5
Policy Review	Varies	CSUN Department of Police Services	67	192
Powered Cart Safety Program Review	10 min.	CSUN Department of Police Services / CSUN Environmental Health, Safety & Risk Management	32	5.5
Report Writing for Increased Convictions	8 hrs.	CSUN Department of Police Services / Law Enforcement Resource Center	1	8
Review of Use of Pepper Spray and Intermediate Force Options	30 min.	CSUN Department of Police Services	21	10.5
Signs of Survival	3 hrs.	CSUN Department of Police Services / CSUN National Center on Deafness	3	9
Student Recreation Center (SRC) Familiarization	1 hr.	CSUN Student Recreation Center	17	17
Student Veterans	1 hr.	CSUN Department of Police Services / CSUN University Counseling Services	20	20
Students in Distress	1 hr.	CSUN Department of Police Services / CSUN University Counseling Services	20	20
Title IX Compliance	1 hr.	CSUN Office of Human Resource Services	13	13

Table 3.5				
CATEGORY II, continued				
POLICE WEAPONS TRAINING				
COURSE	COURSE LENGTH	COURSE PRESENTER	NO. OF ATTENDEES	TOTAL TRAINING HOURS
40 mm Launcher Instructor	6	Defense Technology	8	48
Active Shooter Live-Fire Exercise	Varies	CSUN Department of Police Services	24	12
Handgun Qualification and Training	Varies	CSUN Department of Police Services	24	44.5
Shotgun Qualification and Training	Varies	CSUN Department of Police Services	18	18
Intermediate Force/Less-Lethal Weapons Qualification and Training: 40 mm Launcher , Beanbag Shotgun, FN303 Launcher, Pepperball Launcher, OC Spray	Varies	CSUN Department of Police Services; Defense Technology	22	156
Off-Duty/Back-Up Qualification and Training	30 min.	CSUN Department of Police Services	11	5.5
Rifle Qualification and Training (AR-15)	30 min.	CSUN Department of Police Services	18	24.5
Shotgun Instructor	44 hrs.	National Rifle Association Law Enforcement Training Division	2	88

The 40 mm launcher has replaced the beanbag shotgun, FN303 launcher, and the pepperball launcher as the sole intermediate force projectile weapon.

DEPARTMENT TRAINING HOURS 2011/2012 COMPARISON

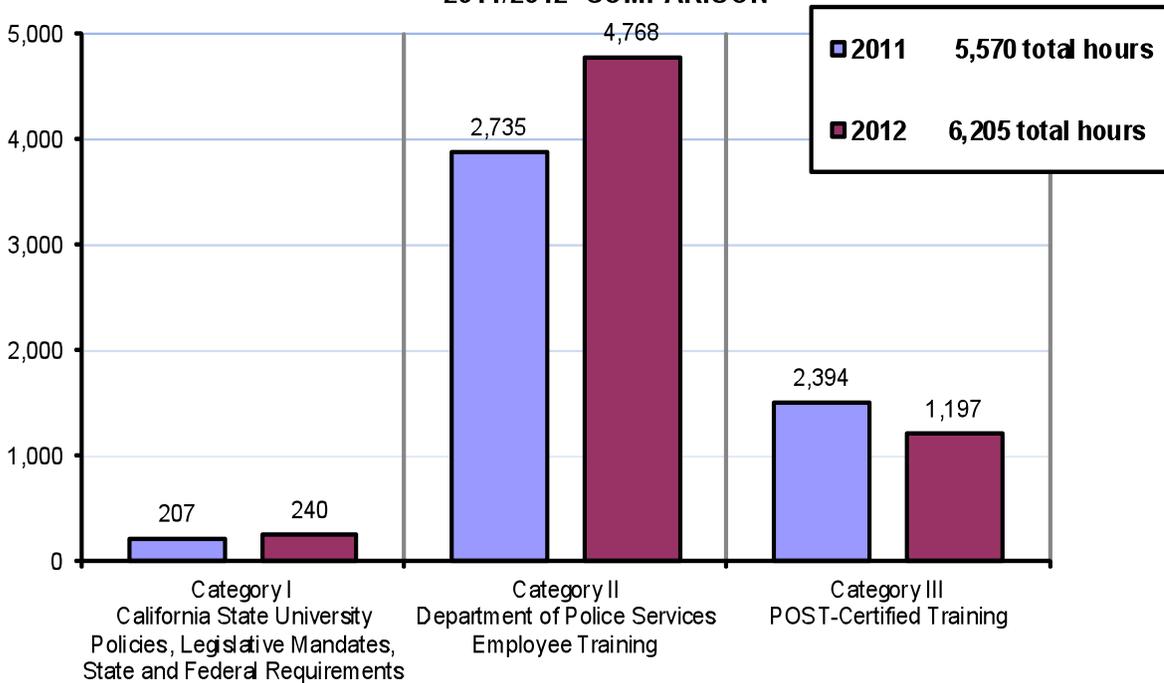


Table 3.6

**CATEGORY III
POST-CERTIFIED TRAINING**

COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL HOURS
2013 Legal Update	8	California Peace Officers' Association	3	24
Arrest and Control Techniques Instructor	40	Koga Institute	1	40
Arson/Explosives Investigation	40	San Diego Regional Training Center	2	80
Baton/Impact Weapons	8	CSUN Department of Police Services	3	24
Baton Techniques Instructor	40	Koga Institute	1	40
Bicycle Patrol	24	Irvine Police Department	2	48
Breath Alcohol Testing Device (PAS)	4	San Bernardino County Sheriff's Department	4	16
Crowd Management Summit	24	Commission on Peace Officer Standards and Training (POST)	2	48
Cultural Diversity – Tools for Tolerance	8	Museum of Tolerance	2	16
Dispatcher – Assessing Suicidal Callers	8	Riverside County Sheriff's Department	2	16
Dispatcher – Complacency, Cannibalism and Critical Thinking	8	Public Safety Training Consultants	1	8
Dispatcher – Crisis Negotiations	8	Riverside County Sheriff's Department	1	8
Dispatcher – Customer Service the 9-1-1 Way	8	Public Safety Training Consultants	1	8
Dispatcher – Public Safety, Advanced	16	Riverside County Sheriff's Department	1	16
Dispatcher Role – Critical Incident	8	Riverside County Sheriff's Department	2	16
Drug/Alcohol Recognition	40	Los Angeles County Sheriff's Department	1	40
Field Training Officer	40	Los Angeles County Sheriff's Department; Rio Hondo Regional Training Center	3	120
Field Training Officer Update	24	Riverside County Sheriff's Department	1	24
Firearms Instructor	40	Riverside County Sheriff's Department	1	40
First Aid/CPR Instructor	40	Los Angeles County Sheriff's Department	2	80
Internal Affairs Investigation	24	CSU Long Beach Justice Research and Training Center	1	24
Motorcycle Enforcement and Safety	8	Pomona Police Department	1	8
Motorcycle Patrol Update	16	Rich Oliver Motorcycle School	1	16
Narcotics for Patrol – Under the Influence	16	Los Angeles County Sheriff's Department	1	16
Perishable Skills Program – Arrest and Control	4	CSUN Department of Police Services; Glendale Police Department	15	60
Perishable Skills Program – Tactical Communications (Learning Portal)	2	Commission on Peace Officer Standards and Training (POST)	19	38
Perishable Skills Program - Driving/Force Option Simulator Combo Course	8	Rio Hondo Regional Training Center	4	32
Search Warrant Fundamentals (Learning Portal)	3	CSUN Department of Police Services	1	3
Sexual Assault First Responder	8	San Diego Regional Training Center	4	32
Sexual Assault: The Patrol Response (Learning Portal)	6	Commission on Peace Officer Standards and Training (POST)	1	6
Sexual Assault Investigation	40	Los Angeles County Sheriff's Department	1	40
Terrorism, Law Enforcement Response (Learning Portal)	8	CSUN Department of Police Services	2	16

Table 3.7 CATEGORY III, continued POST-CERTIFIED VIDEO TELECOURSE TRAINING				
COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL HOURS
2011 Legal Update	2	CSUN Department of Police Services	2	4
2012 Legal Update	2	CSUN Department of Police Services	32	64
Crowd Management and Civil Disobedience	2	CSUN Department of Police Services	3	6
Crowd Management Update	2	CSUN Department of Police Services	3	6
Domestic Violence Update	2	CSUN Department of Police Services	3	6
Hearsay Testimony	2	CSUN Department of Police Services	3	6
High Technology Crimes and Digital Evidence	2	CSUN Department of Police Services	3	6
Public Safety Dispatcher – Crisis Communications	2	CSUN Department of Police Services	2	4
Public Safety Dispatcher – Meeting the Professional Challenge	2	CSUN Department of Police Services	2	4
Pursuit Driving Update	2	CSUN Department of Police Services	29	58
Recognizing Mental Illness	2	CSUN Department of Police Services	3	6
Recognizing, Reporting & Preventing Terrorism	2	CSUN Department of Police Services	3	6
Stalking	2	CSUN Department of Police Services	3	6
The Ethical Edge	2	CSUN Department of Police Services	3	6
The Qualities of a Good FTO	2	CSUN Department of Police Services	3	6

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.

2012 Training Committee

Scott VanScoy

Captain, Patrol Operations Division

Luis Maldonado

Assistant Manager, Parking Services

Yolanda Abundiz

Patrol Sergeant

Leon Ortiz-Gil

Administrative Corporal / Special Events Coordinator

Daniel Foster

Crime Prevention Coordinator

Thomas Cavanaugh

Dispatch Trainer

Steven Kai

Training Coordinator



Matador Patrol

The student-run night safety escort program has been a valued public safety program at Cal State Northridge since 1978. What started out as a Greek-life philanthropy project became part of the University's Department of Police Service's programming in the early 1980s. Today, the student organization operating this program is referred to as the Matador Patrol. Their primary function remains providing night safety escorts during the Fall and Spring academic semesters from dusk to 11p.m., Monday through Thursday. However in 2006, the unit acquired another responsibility in providing nightly assistance with the University Park Apartment residential life security guest registration program.

This year the unit consisted of thirty (30) community service student assistants and two (2) student coordinators. The primary goal for this year was to creatively plan for and execute a strategy which would greatly increase use of the safety escort program by members of the Cal State Northridge community. Through two brainstorming meetings with Matador Patrol staff and two operational meetings with community members, a strategic plan was approved by the unit manager and put into action. The plan included a realignment of the unit's safety escort sector deployment strategy through analysis of campus facility use hours of operation; coupled with a team incentive program rewarding those who exceed performance expectations. Pizza parties, Matador Patrol custom t-shirts, and an increase in team member commendations all became motivational aspects of the work they performed.

The result... a staggering 98% increase in the number of night safety escorts compared to 2011.

Despite funding constraints, the night safety escort program sufficiently managed to effectively use foot patrols, 10 bicycles, and 3 GEM electric vehicles to help maintain the visibility and response times of the safety escort program. Response times remained at 11 minutes in 2012. Student volunteers and interns also played a key role in being able to increase use of the Matador Patrol safety escort services. Twelve volunteers and six interns dedicated between 10 to 20 hours per week which allowed the unit to far exceed the expectations placed on the unit in meeting its goals. Without these team members and their concern for campus public safety, success would have been difficult.

The training matrix for unit members focuses not only on improving knowledge and implementation of the Matador Patrol unit's policies and procedural directives, but the professional development of its members as well.



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

ANNUAL AEROSOL DEFENSE (i.e. state laws, department policies, and appropriate use/storage of pepper spray - 3 hours)

Those students who were promoted to a "supervisory" position, known as a 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

Additional training may include:

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

Members of Matador Patrol Help Keep Students Safe at Night

BY TENNY MINASSIAN | MARCH 14TH, 2012 | DAILY SUNDIAL (EXCERPT FROM ARTICLE)

"Would you like a safety escort tonight?"

This is a typical question that Peter Sanchez asks his fellow CSUN students during the week.

Sanchez, a sophomore sociology major, has been working as a community service assistant, under the CSUN Matador Patrol for a little over a year.

"Having safety escorts benefit students who must stay on campus late due to night classes or study groups, and feel apprehensive walking to their cars alone," said senior biology major Kirandip Sembiring, who has been accompanied at night by a CSA.

There are 11 CSAs — including two advisers — on duty each night, said Christine Villasenor, student coordinator of the CSUN Police Department. Campus safety escorts must be students, and are paid or on a volunteer basis, she said. Their operating hours are Monday through Thursday, from dusk until 11 p.m. More than 1,600 people were escorted by CSAs last March, including those who were solicited and those who called into dispatch, according to the 2010 annual crime report.

Major areas of the campus are patrolled by CSAs, including the Oviatt, University Student Union, Redwood Hall, Arbor Grill and Sierra Center, Sanchez said.

Sembiring recalls the first time she was approached by a safety patrol officer near the library after a late study session.

"The experience was surprisingly positive, as I expected an awkward walk to my car, but instead felt safe and had a nice conversation on the way," Sembiring said.

In addition to safety escort duties, CSAs also patrol for CSUN housing, which typically has seven to 11 safety escorts for the dorms, Sanchez said.

The safety escorts spend their evenings assisting people other than CSUN students. Several faculty members often call in to ask for a safety escort to accompany them from their classroom to their car, Sanchez said.

SKILLS & TRAINING

Training to be a CSA includes learning and understanding the policies, rules and regulations of the school's police department, as well as geographical locations of every building on campus, said Sanchez.

Through his experiences as a CSA, Sanchez has acquired many skills.

"It's a good working experience especially if it's your first job," he said. "You learn a lot of communication skills. Once you apply for a promotion you learn more skills like management, leadership, and time-management and prioritizing."

Christina Villalobos, public information officer for the department, said there is mandatory training for all members of Matador Patrol.

Training consists of a day of learning about night safety escort patrol techniques, residential life safety and security program procedures, effective communication with the public and a 3-hour pepper spray defense course, she said.

Students who have already been working in the Matador Patrol and are returning the next semester receive additional training in body language in confrontational situations, scenarios for each service offered, and a workshop to increase report writing skills, Villalobos said.

Specialized training is optional and includes a one-hour online defensive driving course, a one-hour electric cart safety course, a 5-hour bicycle training course, and four hours for T.I.P.S. Certification, she added.

TIPS. (Training for Intervention Procedures) is a skills-based training program that is designed to prevent intoxication, underage drinking and drunk driving, said Villalobos.



*Matador Patrol is not in operation in June and July

2012 PERSONAL NIGHT SAFETY ESCORTS						
MONTH	SOLICITED		DISPATCHED		TOTAL	
JANUARY	801	(+528)	9	(-2)	810	(+526)
FEBRUARY	2511	(+1436)	49	(+12)	2560	(+1448)
MARCH	2774	(+1298)	40	(-15)	2814	(+1283)
APRIL	2081	(+993)	23	(+2)	2104	(+995)
MAY	1470	(+228)	19	(+5)	1489	(+878)
AUGUST	703	(+527)	24	(+13)	727	(+540)
SEPTEMBER	3312	(+2182)	49	(+5)	3361	(+2187)
OCTOBER	4149	(+2365)	44	(-4)	4193	(+2361)
NOVEMBER	2483	(+304)	19	(-25)	2502	(+279)
DECEMBER	1363	(+351)	8	(-16)	1371	(+335)
TOTAL	21,647	(+10,857)	284	(-25)	21,931	(+10,983)

Parking and Transportation Services Division

The Parking and Transportation Services Division is headed by Captain Alfredo Fernandez who oversees all operations that include parking enforcement, traffic control, parking facilities maintenance, special event planning, information booths, parking business office, and transportation coordination services offered to the campus.

New Assistant Parking Manager

In the spring of 2012, Parking and Transportation Services hired Mr. Luis Maldonado as the Assistant Parking Manager to replace the retired Sergeant of Parking Enforcement. Mr. Maldonado comes to CSUN with over 27 years of parking management experience in both academic and municipal settings. Mr. Maldonado was tasked with and immediately got to work on improving and upgrading parking operations including review of policies, procedures, and processes.

New Initiatives, Improvements and Changes

During the year the following changes and improvements were made to the Parking Operation:

- 1) Approval to create a Permit-less parking system in the lot utilized by the Orange Grove Bistro and Monterey Hall that provided a convenient permitting system for off-campus visitors while providing a reasonable enforcement solution.
- 2) Reduced PEO staffing in Information Booths which dedicated more PEO hours to enforcement activity.

- 3) New policies were drafted and implemented for tighter controls of funds for information booths and special events.
- 4) Installed traffic calming devices (speed bumps) in all parking structures.
- 5) Painted, power washed, degreased, and degummed all parking structures and developed a system where in regular maintenance was reviewed with PPM to maintain cleanliness.

Additionally, a strategic plan for the upcoming 18-24 months was established. This plan outlined many improvements that will improve the customer experience as well as measures the result in a more efficiently run department which include increasing efficiencies, enhancing customer service and leveraging new technology.

Connected to these goals are 20 specific initiatives that, when completed, will achieve these goals. Some of these initiatives include: addressing deferred maintenance items, increase cleaning/sweeping of parking facilities, adding more permit dispensers, providing more payment and appeal options, revising internal policies and practices, and providing on-going customer service training to Parking and Transportation Services staff. Many of these initiatives have already been completed or are currently being implemented.

Parking enforcement officers, as well as police officers, patrol the parking lots at Cal State Northridge to ensure that drivers that wish to park on campus follow University parking rules and regulations. While patrolling campus lots, parking and police officers issue citations and

warnings to vehicles that are not in compliance with parking regulations. In 2012 over 21,000 parking citations and more than 5,000 warnings were issued to illegal parkers on campus.

When a vehicle receives a citation on campus, the driver has two options to correct the violation. They first have the option to pay the fine, but they also have the option to appeal the citation if they believe that the citation was issued in error. In 2012, there were just under 2,900 appeals submitted.



2012 DAILY PARKING PERMIT SALES	
Total Student Permits	33,910
Total Employee Permits	6,135
<i>Total:</i>	40,045
Total Student Motorcycle Permits	247
Total Employee Motorcycle Permits	49
<i>Total:</i>	296
Total number of permits sold:	40,341

2012 ANNUAL , SEMESTER, & MOTORCYCLE PERMIT SALES	
Number of Day Permits from Booths	61,955
Number of Day Permits from Pay-Stations	288,130
Total number of day permits:	350,084

2012 PARKING CITATION COUNT	
Parking Citations Issued	16,184
Parking Warnings Issued/Voided Parking Citations	5,050
Total number of citations:	21,234

At CSUN, we provide parking to students, employees, residents and visitors and others arriving at CSUN. For the calendar year of 2012, there were a total of 12,304 parking spaces on campus.

One of the most important services our parking enforcement officers perform is assisting stranded motorists on the California State University, Northridge campus. Day or night our officers were available to assist students, faculty, staff and visitors with retrieving keys locked in vehicles or providing battery jump starts.

2012 PARKING CITATION APPEAL COUNT	
Total number of appeals:	2,852
Appeal Cancelled	1
Appeal Granted; Cite Dismissed	633
Appeal Denied; Cite Upheld	146
Fine Reduced	216
Failed to Appear to Hearing	0

CITIZENS ASSIST	
Calls for Keys Locked In Vehicles:	351
Calls for Vehicle Jump starts:	703
Total number of Citizens assist :	1,054



2012 PARKING SPACE COUNT	
General / Student	8555
Faculty / Staff	1951
ADA	370
Metered	118
Housing	663
Motorcycle	158
Other (reserved loading, time limit)	489

Total number of parking spaces : 12,304

Special Events

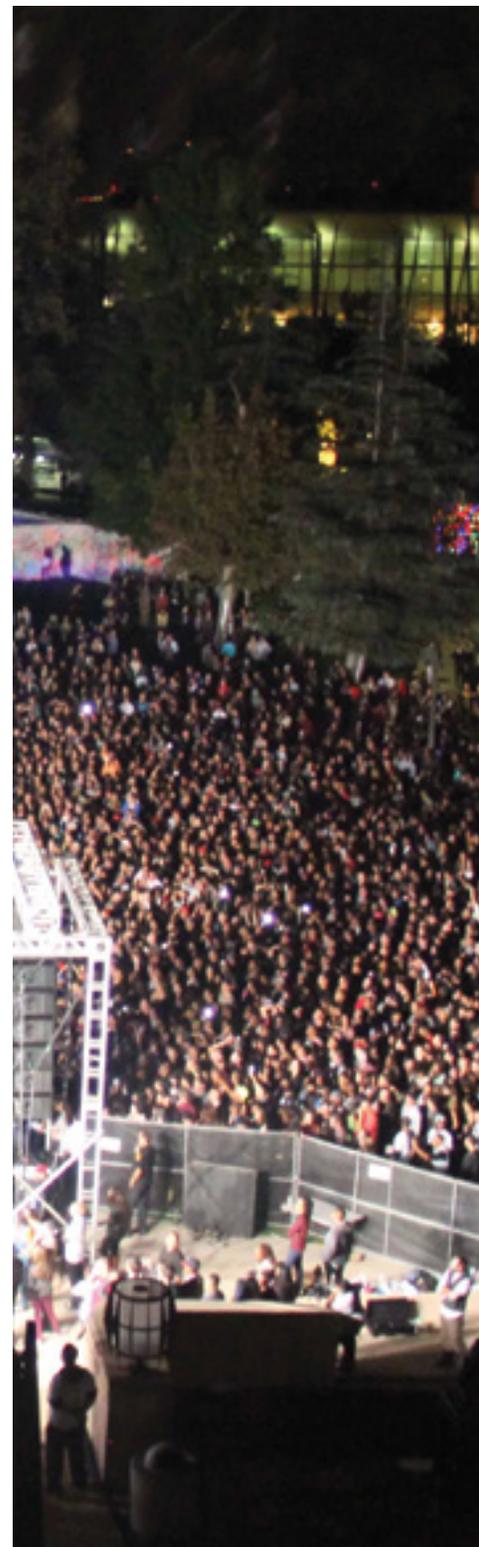
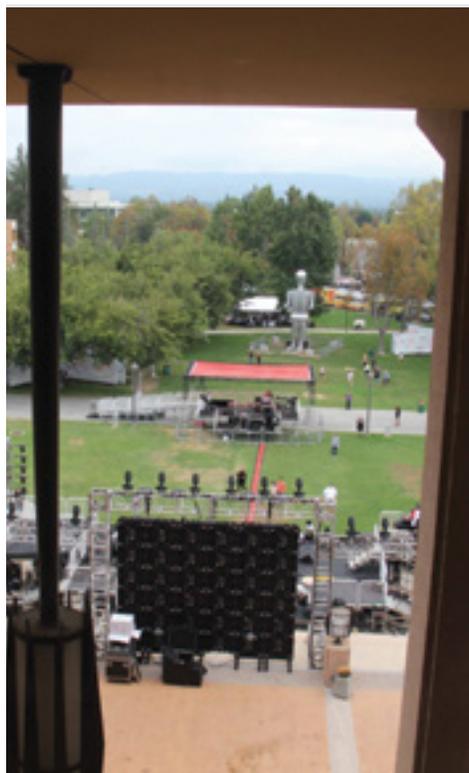
As one of the largest public Universities in California, special events at CSUN are important to both the University and the community. Because special events require expertise in planning and coordination, the Department has a dedicated Special Events Coordinator, Corporal Leon Ortiz-Gil, who reports to a member of the command staff, Captain Alfredo Fernandez. This allows the unit to accomplish its goal of providing a safe and secure environment during planned campus events. Both the Captain and Corporal Ortiz-Gil have received POST certified training in special event planning and crowd management. The unit maintains a reputation with its campus partners of providing a balanced approach between the needs of the community and the safety of the University.

Working along with Cpt. Alfredo Fernandez and Cpl. Ortiz-Gil is Vena Jordan, the Special Events Coordinator in the Parking and Transportation division. She is responsible for the development and coordination of all the details of each event, such as the staffing of Information Booth attendants and Parking Enforcement Officers, coordination of shuttle service providers, and acquiring contracted parking service providers such as the Los Angeles Department of Transportation, who augment CSUN parking officers for traffic direction at major intersections on adjoining city streets.

One of the larger events held annually on campus is "The Big Show." In 2012 The Big Show featured Big Sean and Diplo which drew a crowd size of 13,000 spectators-- the largest concert held at the University. Twenty-six police officers from several CSU police departments and the Los Angeles County Sheriff's department helped augment CSUN Police Services' staffing. In addition, 65 security guards were contracted to supplement the police.

Other events held in 2012 included:

- The filming of American Idol "Hollywood Week" at the Valley Performing Arts Center
- 4th Annual Walk for Thought, sponsored by the Brain Injury Association of California.
- Two Hazmat Collection and E-Waste events
- Matador Nights
- The KCSN fundraiser featuring Jackson Brown and Friends
- The Joffrey Ballet
- Grace Potter and the Nocturnals at the Plaza del Sol Performance Hall
- Los Tigres del Norte at the Valley Performing Arts Center
- An Evening with Bernadette Peters at the Valley Performing Arts Center
- Relay for Life
- Take Back the Night walk
- Guest Speakers
- Political debates



Transportation Unit

POLICE COMMUNICATIONS UNIT TRAINED TO ACCESS GUARANTEED EMERGENCY RIDES USING ONLINE REQUISITIONING SYSTEM

The Police Communications Unit received hands-on training to enable them to access the taxi service that is used for the University's Guaranteed Emergency Ride Program. This is one of the features of the university's Commuter Transportation Program. That training was put to the test when an incident occurred on Thursday, December 6, 2012, involving the Metrolink train. University employees who normally ride the train arrived at the CSUN Police Services Building to request the emergency ride, as the incident had caused train service to be suspended. The Dispatcher on duty was able to summon the taxi without any snags and the employees were provided their Guaranteed Emergency Rides.

EV CHARGING STATIONS

Responding to the growing need for infrastructure to accommodate more plug-in electric vehicles, CSUN installed eight (8) new electric vehicle charging stations in 2012. There is no fee required to charge an electric vehicle, however, vehicles must display a valid CSUN parking permit in order to occupy the CSUN parking permit in order to occupy the parking space while charging. Competition for chargers in one parking lot has caused the placement of a time limit on vehicles charging up; and has led to preparations to relocate some of the electric vehicle charging stations currently installed.



CSUN TRANSIT STATION OPENS WITH MULTIPLE BUS SERVICES

CSUN opened a new transit station on June 18, 2012 to accommodate public transit users. On August 30, 2012, CSUN held a Ribbon-Cutting Ceremony to commemorate the opening of the new CSUN Transit Station. The event was attended by elected officials, representatives of regional and local transit agencies, and the CSUN Community. The Transit Station is in an ideal location for visitors as well as students and employees, as it lines up with University Hall (the primary administration building for campus), Bayramian Hall (the primary student services building on campus), and the Oviatt Library. The station consists of four bus stop areas (called "bus bays") that are assigned to the various agencies and services that are approved to use the station.



NEW VANPOOL FROM SANTA CLARITA

After having three vanpool groups at CSUN for over 15 years, the fourth vanpool group was added in April of 2012. The group originates in Santa Clarita and is enjoying the commute in the stress-free style characteristically available to vanpoolers. Determined to start up a group from this area, the Transportation Coordinator secured special permission to do a pilot project. For a period not to exceed one (1) year, a vanpool group would be allowed to start up from Santa Clarita with only six (6) participants—in a six passenger minivan.

The stipulation for this group was that in the one-year pilot period, the group must grow to full-size (9 participants) or risk losing the van altogether. Each charter member also understood what would happen after a year if the group failed to grow. In April 2012, the group got started, and by December, they had grown enough to acquire a large size van.



Shuttles & Boarding Statistics

Metrolink	37,809
Housing	362,971
VPAC	3676
Total:	404,456

Transit Subsidy Totals

AVTA	212
MTA	643
Metrolink	637
Total:	1492

**DETAILED TRANSIT
SUBSIDY TOTALS BY MONTH**

2012 Detailed Transit	AVT	MT	METRO LINK	TOTAL	AVT	MT	METRO LINK	TOTAL
JANUARY	1	5	5	12	\$1,700.0	\$2,445.0	\$4,783.5	\$8,928.5
FEBRUARY	1	5	5	13	\$1,900.0	\$2,725.0	\$5,583.0	\$10,208.0
MARCH	1	5	5	13	\$1,900.0	\$2,770.0	\$5,583.0	\$10,253.0
APRIL	1	5	6	13	\$1,800.0	\$2,635.0	\$5,764.0	\$10,199.0
MAY	1	5	5	12	\$1,600.0	\$2,645.0	\$5,345.0	\$9,590.0
JUNE	1	4	4	11	\$1,700.0	\$2,195.0	\$4,583.0	\$8,478.0
JULY	1	4	4	10	\$1,600.0	\$2,195.0	\$4,483.0	\$8,278.0
AUGUST	1	5	4	11	\$1,600.0	\$2,420.0	\$10,081.0	\$14,101.0
SEPTEMBER	1	5	5	13	\$1,900.0	\$2,680.0	\$12,141.2	\$16,721.0
OCTOBER	1	5	5	13	\$1,800.0	\$2,789.0	\$12,396.2	\$16,985.0
NOVEMBER	1	5	5	12	\$1,800.0	\$2,500.0	\$11,818.2	\$16,118.2
DECEMBER	1	5	4	11	\$1,900.0	\$2,500.0	\$9,499.5	\$13,899.5
TOTAL:	21	64	63	149	\$21,200.00	\$92,061.00	\$92,061.0	\$143,760.0
MONTHLY AVERAGE	17	53	53					

Patrol Beat Map

California State University Northridge



- Building Name—Grid Location**
- Alumni Relations—D5
 - AA Asian American Studies House—B6
 - AC Art and Design Center—D6
 - AG Art Gallery—D6
 - AS Armer Screening Room—D2
 - AR Arbor Grill—D5
 - BC The Abbott and Linda Brown Western Center for Adaptive Aquatic Therapy—F5
 - Baseball Field—F7
 - BH Bayramian Hall—C4
 - BL Black House—B6
 - BP Donald Bianchi Planetarium—E3
 - CC Children's Center—B6
 - CH Chicano House—D5
 - CP Central Plant—C6
 - CPS Community Policing Substation—C7
 - CR Chaparral Hall—F3
 - CS Citrus Hall—E3
 - CT Campus Theatre—C1
 - CY Cypress Hall—D1
 - EA Education Administration—C5
 - ED Education—C5
 - East Field—G5
 - EH Eucalyptus Hall—E3
 - FC Fuel Cell—F3
 - FT Fitness Center/Nautilus—E6
 - Golf—G6
 - GR Greenhouse—F3
 - GS Grand Salon—F4
 - High Ropes Challenge Course (HRCC)—E6
 - IA Intercollegiate Athletics Office—F5
 - JA C.R. Johnson Auditorium—D5
 - JC Jeanne Chisholm Hall/NCOD—F2
 - JD Jacaranda Hall—E5
 - JH Juniper Hall—C5
 - JP Jogging Path—E6
 - JR Jerome Richfield Hall—C3
 - KSHC Addie Klotz Student Health Center—F3
 - KSCN—E1
 - KL Kurland Lecture Hall—E1
 - LH Laurel Hall—D5
 - LO Live Oak Hall—E3
 - LS Child and Family Studies Lab School—B6
 - LT Little Theatre—C1
 - MA Matadome—F5
 - MG Magnolia Hall—E4
 - MH Monterey Hall—G1
 - MBC Matador Bookstore Complex—E2
 - MT Matador Hall—E6
 - MS MFA Studios—D6
 - MZ Manzanita Hall—D2
 - NA Charles H. Noski Auditorium—C5
 - North Field—F6
 - NH Nordhoff Hall—C1
 - OGB Orange Grove Bistro—F1
 - OV Delmar T. Oviatt Library—D4
 - PDS Plaza del Sol Performance Hall—F4
 - PPM Physical Plant Mgmt./Corp. Yard—C6
 - PS Police Services—B3
 - RE Redwood Hall—F5
 - Pools—F5
 - Racquetball Courts—F5
 - RH Recital Hall—D1
 - Softball Field—F6
 - SC Sierra Center—C3
 - SG Sagebrush Hall—E5
 - SH Sierra Hall—C3
 - SN Santa Susana Hall—D2
 - Soccer Practice Field—F7
 - Soccer Field—G6
 - SQ Sequoia Hall—E4
 - SRC Student Recreation Center—G4
 - SSU Satellite Student Union—G9
 - ST Sierra Tower—C3
 - STU Studio Theatre—C1
 - Track—F8
 - Transit Station—B4
 - TH Experimental Theatre—E1
 - Tennis Courts—G6
 - UN University Hall—B4
 - UP University Park Apartments—F-C, B-9
 - USU University Student Union—F4
 - UV University Village Apartments—G11
 - VPAC Valley Performing Arts Center—E1
 - Whitsett Room—C3
 - WC Women's Center—B5

Cartography: David Deis, Department of Geography - College of Social & Behavioral Sciences - Summer, 2012



California State University, Northridge
Department of Police Services

18111 Nordhoff Street
Northridge, California 91330

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) 677-5042/5048

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

Visit us on the web at:

www-admn.csun.edu/police
www.facebook.com/csunpolice

