

DEPARTMENT OF POLICE SERVICES



Active Shooter Survival Video Production

2016 ANNUAL REPORT

EDUCATING OUR COMMUNITY

Emergency Management



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Vision, Mission and Values Statement	02	20	Threat Assessment Unit
Chief's Message	03	21	Records Unit
Active Shooter and the Survival Mindset – <i>The Making of Active Shooter Education</i>	04	22	Crime Statistics
FEMA Award Achieved for Zombie Preparedness Scavenger Hunt	07	24	Professional Standards and Training Unit
“How CSUN Put the Brakes on Parking Lot Crime” – Campus Safety Magazine	08	30	Crime Prevention Unit
Department Organization Chart	09	31	“Women Learn Defense, Gain Confidence with RAD” – The Sundial
Police Services Personnel	10	32	Matador Patrol
Employee Awards and Recognition	11	34	Emergency Management and Preparedness Unit
Police Operations Division	12	36	Parking and Transportation Services Division
K9 Unit	14	39	Transportation Programs
Traffic Safety Unit	16	42	Special Events
Community Policing Team	17	43	Livescan Fingerprinting
Communications Unit	18	43	Lost and Found
Special Services Division	19	44	Police Services Fleet
Investigations Unit	19	45	Patrol Map

Edited by: Christina Villalobos, Department of Police Services

A Message from the Chief of Police

VISION

The California State University, Northridge Department of Police Services is proud to be one of the best accredited university law enforcement organizations in 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 Department of Police Services are dedicated to excellent police service through partnerships that reduce crime, create a safe environment, build trust and enhance the quality of life in our academic community. We are committed to delivering quality service to our community in an effective, responsive and professional manner.

VALUES

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

PARTNERSHIPS

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

INTEGRITY

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

DIGNITY

We will impartially enforce all laws, ordinances, rules and regulations, afford respect and dignity to all persons and safeguard individual rights that are guaranteed by the U.S. 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 assistive services for our community.

Educating Our Community

Central to the focus of CSUN's Department of Police Services is our mission, vision and values statement, which includes establishing a police/community partnership to identify problems and engage in problem-solving activities. Problem solving includes educating our community, and this can take many forms over the course of a year.

In 2016, we engaged in two very significant projects specifically designed to educate the community on the topics of surviving an active shooter incident and preparedness in general for a critical emergency.

Our active shooter survival education effort involved a terrific partnership between our department, the Department of Cinema and Television Arts and The University Corporation. Together we agreed that a video would be the ideal method to make a dent in educating nearly 40,000 CSUN students on the survival mindset and survival tactics. A seven-minute video that stresses the takeaway message of "Get Out! Hide Out! Help Out! Fight!" was created, along with accompanying educational materials. This annual report highlights this effort, and, as of the writing of this message, I have submitted a nomination for the Jolene Koester Team Award for our collaboration.

The second significant educational effort -- which led to our emergency manager, Jenny Novak, being recognized by the Federal Emergency Management Agency after submission of her work to FEMA's annual award recognition event—was the Zombie Apocalypse Preparedness Scavenger Hunt.



ANNE P. GLAVIN
CHIEF OF POLICE

Equipped with maps, students visited checkpoints across campus to pick up preparedness items from participating departments, building their own starter disaster kits to prepare for the "zombie apocalypse"—or any other disaster! This was a big hit with students and is now being used by other campuses as a means to interest students in general emergency preparedness.

While these two efforts received significant recognition, they are just part of the ongoing educational efforts in crime prevention, emergency preparedness, traffic safety and more that the Department of Police Services engages in on a weekly basis. We hope you will enjoy reading about several of our featured efforts this past year!

Chief Anne P. Glavin



GET OUT. HIDE OUT. HELP OUT. FIGHT.

YOU CAN SURVIVE AN ACTIVE SHOOTER





Active Shooter and the Survival Mindset

A Collaboration to Improve Student Awareness

In October 2015, the Department of Police Services (DPS) and the Department of Cinema and Television Arts (CTVA) began a collaboration to create a short yet impactful active shooter training video. The goal of the project was to fill a void in safety/survival education for students on the subject of active shooter incidents. With nearly 40,000 students who needed to learn the concepts of the survival mindset (Get Out! Hide Out! Help Out! Fight!), a video that was short and could be shown in a classroom was ideal.

A successful and popular training program, “Workplace Violence/Surviving an Active Shooter Incident,” had existed for faculty and staff since 2012, but there was no program for students. Collaborating with colleagues in CTVA (one of the top film schools in the nation) and the University Corporation (for marketing ideas and assistance) the team was able to meet a significant challenge to train such a large number of students while enhancing the image of the university.

The impact of this powerful training at CSUN was pure and simple — empowerment through knowledge. Individuals knew they were learning what to do to survive an active shooter incident on campus, or anywhere in the world. They also learned that their own university police are trained and equipped to respond to this type of emergency and have the skills to ultimately neutralize a shooter.

The active shooter video team — DPS, CTVA and The University Corporation — held group meetings periodically during production to seek opinions on the creative ways in which events in the video would be depicted. Content experts were drawn from each department and their knowledge used to give the video authenticity and a feeling of a community drawing together to protect itself from a common enemy. All involved felt significant excitement and enthusiasm at creating something impactful and invaluable for the CSUN community. We knew we were providing some level of peace of mind about a subject that is unthinkable.

After production, the chief of police shared and discussed the video with more than 1,200 faculty members, as well as some regular and student staff, who gathered in 33 meetings and trainings, with the ultimate goal of using the classroom as the vehicle in reaching out to students. Faculty have been showing this video in their classrooms since it went public at the start of the fall 2016 semester.

To promote the video and its key message, DPS collaborated with The University Corporation on marketing materials. This included coffee sleeves for distribution through Freudian Sip, awareness and active shooter emergency procedure posters, tech cleaning cloths and bookmarks.

FEMA Award

*Taken from the Press Release
“FEMA Honors Achievements in Community Preparedness” – August 24, 2016.*



FEMA Individual and Community Preparedness Award: Awareness to Action Awarded to: Jenny Novak, California State University, Northridge Emergency Management

Northridge, Calif., still bears scars from the violent 1994 Northridge and 1971 Sylmar earthquakes. However, most of the nearly 40,000 California State University, Northridge (CSUN) students were born after those disasters, and the institutional memory of those earthquakes is fading.

With the increased possibility of active shooter incidents, as well as the continuing possibility of a natural catastrophe, eight university departments coordinated by CSUN Emergency Management participated in a fun but important exercise that had hundreds of students assembling their own disaster kits in the midst of an unusual catastrophe.

The first **Zombie Apocalypse Preparedness Scavenger Hunt** was an interactive event to increase disaster preparedness within the CSUN student population. The event was advertised through social media, lawn signs on campus, fliers distributed at other campus events and classroom discussions. Participating students visited stations across campus to collect emergency blankets, bandage dispensers, hand sanitizers and other items for their disaster kits. Upon completion, students were entered into drawings for zombie-themed prizes.

The 11 Federal Emergency Management Agency (FEMA) Individual and Community Preparedness Award recipients, including CSUN, were recognized on Sept. 13, 2016, in Washington, D.C. During the recognition ceremony, recipients shared their experiences, success stories and lessons learned with fellow emergency management leaders.

How CSUN Put the Brakes on Parking Lot Crime

CSUN uses video analytics to identify incidents as they happen and has reduced grand theft auto by 60 percent.

By Robin Hattersley Gray, Campus Safety Magazine February 24, 2017



Video analytics or video content analysis has been around for years, but it previously didn't have a very good reputation due to its cost and propensity for false alarms. Fortunately, the price tag of these systems has decreased significantly since they were launched. Additionally, the false alarm issue has been addressed for the most part.

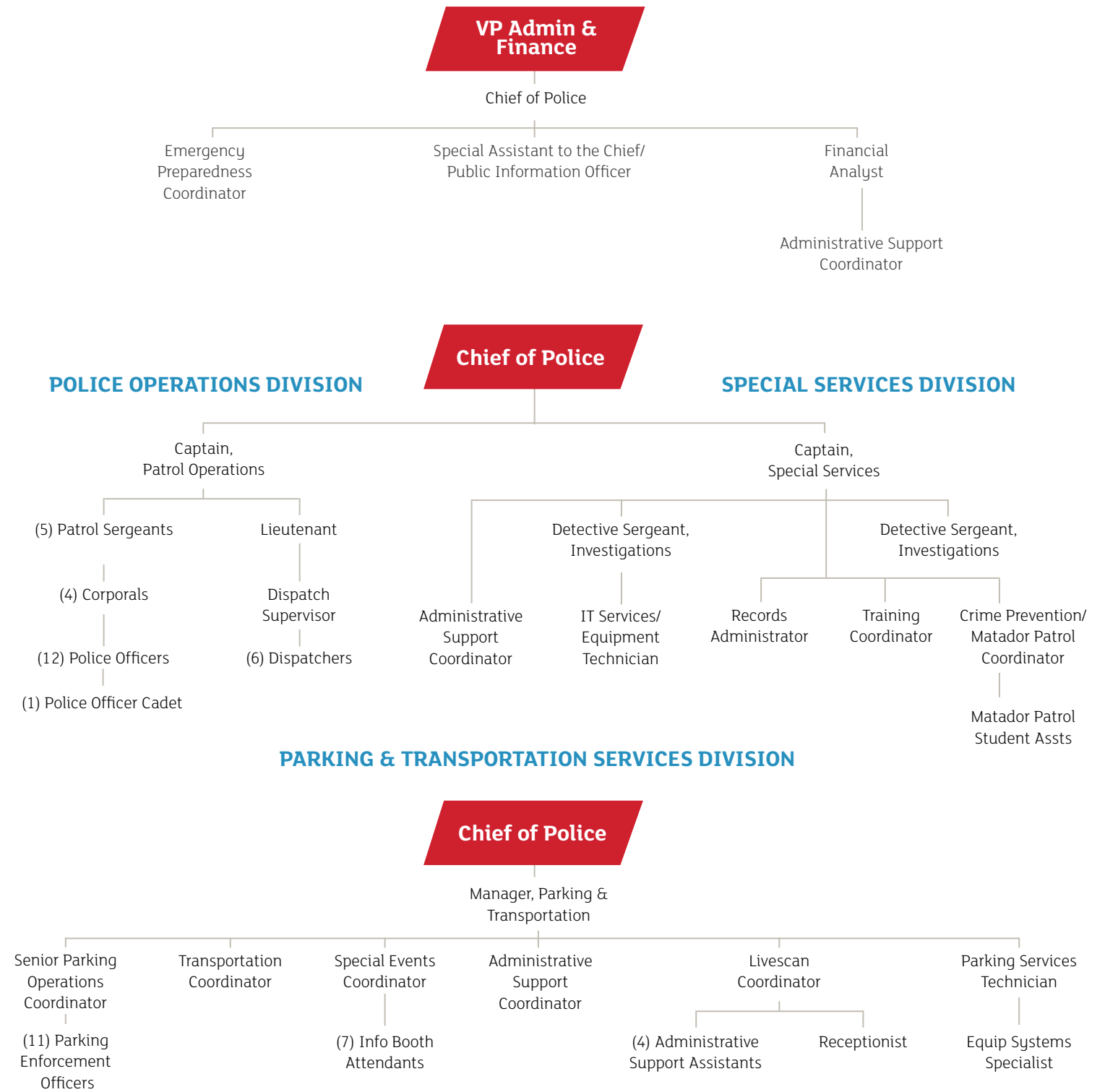
Now video content analysis is living up to its promise of notifying campus public safety departments in real time when an incident is occurring, enabling officers to respond faster and with more information.

Need proof? Just ask California State University, Northridge (CSUN) Police Chief Anne Glavin and Captain Scott VanScoy who worked with IXP Corp. to install video analytics two years ago. CSUN enhanced their video surveillance capabilities by coupling traditional video with analytics to monitor parking garages, parking lots, administrative buildings and other areas on campus.

The results of the implementation of this technology have been impressive. In 2015, CSUN's parking lots experienced an 11 percent decrease in crime, including a 60 percent drop in grand theft auto. In the first half of 2016, officers were able to disrupt 32 crimes in progress or that had just occurred.

In this exclusive interview with *Campus Safety* magazine, Glavin and VanScoy discuss the specifics of their video analytics installation, including the process they used to select the system, some tips on how to address budget issues and how the system works.

Department Organization Chart



Police Services Personnel

PROMOTIONS:

Matthew T. Dunwoody, to Sergeant	4/4/2016
David Keathley, to Sergeant	6/1/2016
Michael Reyes, to Corporal	4/4/2016

RETIREMENTS:

Dana V. Archer, 29 years of service	12/31/2016
Randy R. Banales, 14 years of service	4/16/2016
Thomas Finnerty, 8 years of service	6/16/2016
James S. Urie, 20 years of service	4/1/2016

SERVICE RECOGNITION:

5 Years of Service

Arcelia Rosas

10 Years of Service

Edward T. Armenta
Erika Breazile
Thomas Cavanaugh
Ana De Guzman
Ana Gutierrez
Michael Reyes

15 Years of Service

Randell W. Abney
Steven L. Kai
David C. King
Virginia Metcalf

20 Years of Service

Yolanda C. Abundiz
Vena R. Jordan
James S. Urie

30 Years of Service

Gary L. Brotz

SEPARATIONS:

Kimberly Bridenstine	4/20/2016
Arcelia Rosas	5/31/2016
Kristofer Domaradzki	6/12/2016
Edward T. Armenta	7/23/2016
Leon Ortiz-Gil	9/1/2016
Miranda Castaneda	9/10/2016
Larry Isrow	10/6/2016
Salvador Duarte	12/17/2016

Abney, Randell W.
Abundiz, Yolanda C.
Aguilar, Gladis
Aguilar, Roberto
Alcocer, Priscilla
Archer, Dana V.
Armenta, Edward T.
Aviles, Reina
Banales, Randy R.
Barrow, Jeffrey D.
Benavidez, Mark A.
Betancourt, Rito
Bonilla, Johnny S.
Breazile, Erika
Bridenstine, Kimberly
Brotz, Gary L.
Caballero, Martin
Canady, Nicholas
Carrillo, John
Castaneda, Miranda
Castillo, Carlos G.
Cavanaugh, Thomas
Chase, Kailash
Ciulla, Joseph
De Guzman, Ana
Domaradzki, Kristofer
Duarte, Salvador
Dunwoody, Matthew T.
Ellis, Mark
Fernandez, Alfredo B.
Finnerty, Thomas
Gale, Christopher G.
Garcia, Fred A.
Glavin, Anne P.
Gudani, Francisco C.
Gutierrez, Ana
Henley, Michelle
Heredia, Lizbeth
Hernandez, Cynthia M.
Higgins, Andrew

Isrow, Larry
Jordan, Vena R.
Kai, Steven L.
Keathley, David
King, David C.
Lino, Rene
Logan, Astrid B.
Lopez, Mary
Lozano, Xochitl
Mendoza, Brandon
Messmore, Virgil
Metcalf, Virginia
Novak, Jenny
Nowak, Stacey
Orr, John M.
Ortiz-Gil, Leon
Reyes, Michael
Rosas, Arcelia
Sanchez, Jennifer
Seko, Michael
Taylor, Ester A.
Urie, James S.
Valencia, Jaime
VanScoy, Scott G.
Vargas, Felix A.
Villalobos, Christina S.
Villar, Jim A.
Villaseñor, Christine
Voorhees, Angela
Wiley, Tatum
Woodhouse, Kyle
Worrell, Teresa Marie
Zendejas, Anna

Employee Awards and Recognition



Jenny Novak
Chief's Award

Officer Martin Caballero
Police Officer of the Year

Stacey Nowak
Civilian Employee of the Year

Certificate of Appreciation for Exemplary Attendance:

Randell W. Abney	David Keathley
Mark A. Benavidez	Brandon Mendoza
Gary L. Brotz	Scott G. VanScoy
Martin Caballero	Jim A. Villar
Alfredo B. Fernandez	Kyle Woodhouse
Andrew Higgins	

Certificates of Excellence:

Officer Virgil Messmore for outstanding preliminary investigative work in arresting two bike theft suspects.

Officer Andrew Higgins for outstanding preliminary investigative work and use of closed-circuit TV (CCTV) in arresting a bike theft suspect.

Sergeant David Keathley and Officer John Carrillo for outstanding preliminary and follow-up investigation and use of CCTV in arresting a stolen property suspect.

Officers Matthew T. Dunwoody and Virgil Messmore for outstanding tactical response to a student with a knife.

Sergeant Yolanda C. Abundiz, Officer Andrew Higgins and Corporal Michael Reyes for outstanding tactical response to a felony vandalism incident involving a student with a sledgehammer.

Sergeant Francisco C. Gudani, Corporal Michael Reyes and Officer Andrew Higgins for outstanding preliminary investigation and proactive follow-up in the arrest of a suspect who assaulted a faculty member with a skateboard.

Detective Sergeant Rene Lino, Sergeant Matthew T. Dunwoody, Sergeant Francisco C. Gudani, Corporal Randell W. Abney, Officer John Carrillo, Officer Virgil Messmore, Dispatcher Lizbeth Heredia and Dispatcher Thomas Cavanaugh for outstanding teamwork in response to and investigation of robbery and grand theft crime spree.

Captain Scott G. VanScoy, Detective Sergeant Mark A. Benavidez, Detective Sergeant Rene Lino, Sergeant Francisco C. Gudani, Sergeant Angela Voorhees, Sergeant David Keathley, Sergeant Matthew T. Dunwoody, Corporal Michael Reyes, Officer Andrew Higgins, Officer Martin Caballero, Officer John Carrillo, Officer Felix A. Vargas and Crime Prevention Coordinator Stacey Nowak for outstanding team collaboration and community policing response to ongoing assault incidents at the Satellite Student Union/Geronimo's.

Commendations to Police Services Staff:

External thank-you commendations: 3

Internal thank-you commendations from CSUN: 6



Police Operations Division

The Police Operations Division uses a multidimensional patrol model, using traditional black-and-white vehicles, motorcycles, bicycles and T3 stand-up patrol vehicles. Add the Division's EOD (Explosives Ordinance Detection) K9 team to round out our patrol team and you have a potent and varied resource to address our policing efforts in and around the California State University, Northridge campus.

In 2016, the Police Operations Division began an effort to extend the community policing philosophy beyond the housing community. Efforts revolved around the captain, with patrol operations focusing on specific departments to open a partnership through dialogue, meet and greets and collaborative problem solving. First efforts were made with the Pride Center (LGBTQ Community Center). Officers from various watches met with the LGBTQ community for "Coffee with the Cops" and introduced themselves to Pride Center staff and patrons.

Another effort to bring more focus on police/community engagement to the forefront of police patrol efforts was the fulfillment of staffing of the Direct Action Response Team (DART), the department's bicycle unit. During the

year, DART met its goal of being fully staffed with one sergeant and four officers. DART was successfully used for special events such as the Big Show and Matador Nights to special operations that required highly a highly mobile tactical force that could quickly respond to in-progress incidents. When not being used as a team, the officers rode their bicycles individually during their regularly scheduled shift, making up a key component of the division's multidimensional patrol efforts.

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EFFECTIVE POLICING
 — is —
accomplished by
establishing a
POLICE/COMMUNITY
PARTNERSHIP
 ”

Patrol Division Activity

During 2016, uniformed police officers were involved in more than 18,000 incidents that were either self-initiated or in response to radio calls.

A total of 18,420 total incidents were handled; of these, 8,031 were self-initiated to include:

- 977 involving traffic stops
- 88 involving suspicious circumstances, vehicle and pedestrian checks

There were 2,740 reporting case numbers pulled by officers, which included one or more of the following:

- 172 crime/arrest reports
- 105 felony crime reports
- 437 misdemeanor crime reports
- 79 vehicle impound/storage reports
- 272 injury/illness reports

- 686 non-criminal offense/incident reports
- 98 lost/found property reports (this number was up 416% from 2015)
- 80 traffic collision investigation reports

Professional police services starts with officers getting to a call as quickly and safely as possible to provide assistance to community members, stop crime as it is occurring or prevent a criminal act with our mere presence. Priority calls for service averaged 3.36 minutes (an increase of 0.12 minutes from 2015); all other calls for service averaged 5.06 minutes (a decrease of 0.24 minutes from 2015).





K9 Unit

CSUN's K9 Unit proudly serves the CSUN community and beyond. Current and prior CSUN K9 teams have provided security for dignitaries such as former President George Bush and former First Lady Laura Bush, former Secretary of State Condoleezza Rice, former Secretary of State Donald Rumsfeld, Senator John McCain, then-Senator Hillary Clinton and then-Senator Barack Obama, former Secretary of Defense Ashton Carter and former Vice Presidential nominee Tim Kaine. CSUN K9 teams have also provided security details for the Golden Globe Awards and the funeral for former First Lady Nancy Reagan in Simi Valley.

2016: A Time to Rebuild

The year started off on a sad note with the sudden and unexpected death of our beloved canine Mitch. With his carefree and loving demeanor and trademark floppy ear, Mitch was a campus community favorite and was always sure to bring a smile when encountered with his handler, Anthony Vargas. With the retirement of Corporal Thomas Finnerty and canine Isy in March 2016, the Department of Police Services found itself without a canine team for the first time in the since its inception in 2005.

With the long-standing tradition of CSUN providing canine services throughout the community, a new canine, Daisy, was obtained in June 2016. Daisy is a female yellow Labrador retriever who is a cross between an English and American Labrador. Her father is titled as a Master Hunter, and three of her grandparents were National Field Trial Champions, one being a Canadian National Champion. Daisy was the pick of the litter and was raised with the purpose of being an explosive ordnance detection canine. Her high play drive, desire to please and excellent disposition make her a perfect fit for the CSUN community.

Officer Virgil Messmore's lifelong dream of being a K9 handler came to fruition as he was selected from a competitive

process to be Daisy's handler. Officer Messmore was the perfect balance for Daisy's youthful exuberance and energy, bringing a sure and steady hand. His experience as a tenured police officer who had volunteered to assist with training of K9s and his experience in the armed services as an explosive ordnance disposal (EOD) technician made him the perfect choice for the new team.

All prior canines at CSUN have been German shepherds cross-trained in protection and narcotics or explosive ordnance detection. Daisy's training consists of explosive ordnance detection only. Prior canines that have proudly served the CSUN community are Briska, Frieda, Mitch, Dozer and Isy.

During Daisy's short time at CSUN she has completed the following assignments:

- Demonstrations / Presentations: 11
- Explosive Searches / Protective Sweeps: 5
- Call Outs: 1
- Outside Agency Requests: 3



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CSUN's K9 UNIT
proudly serves the
CSUN COMMUNITY
— and —
BEYOND

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Traffic Safety Unit

During 2016, the Traffic Safety Unit was involved in the field training of five new police officers. This ensured that these officers not only had a firm grasp of the general patrol operations, but also were wellversed in such important skills as traffic collision investigation, driving under the influence enforcement techniques and community outreach related to pedestrian safety.

As always, the unit was called upon to provide additional patrols to the surrounding neighborhoods to deliver community outreach and high-visibility patrol to address concerns of student parking and traffic violations. The officers were able to make an impact, citing motorists for stop sign violations as well as keeping an eye out for littering and noise complaints.

Along with the work discussed above, the unit also participated in the following two events:

ADA Placard Enforcement with California Department of Motor Vehicles Investigators

- 120 ADA information fliers handed out
- 22 ADA Placards confiscated
- 22 citations issued

Child Safety Seat Installations

- Sergeant Francisco C. Gudani and Corporal Michael Reyes completed 11 child safety seat installations



Community Policing Team

A Partnership with our Housing Community

In partnership with the housing community, the Community Policing Team's goal was to work with the students and staff they serve in providing and maintaining a safe community. This year's team objective was to educate on and create awareness of crime prevention by showcasing a wide array of informational presentations and events on a weekly to bi-weekly basis throughout each semester. By using a proactive policing approach, the team was able to successfully identify and manage issues that arose.

Thoughtful analysis of crime trends and calls for service brought a change to the team's schedule to ensure adequate coverage during time periods with maximum activity. The Community Policing Program used two police officers operating under a 5/8 schedule of Monday through Friday, 6 p.m. to 2 a.m., as opposed to the more familiar Wednesday through Saturday, 6 p.m. to 4 a.m., 4/10 schedule. The team used patrol-ready bicycles and traditional foot patrols to be more accessible to the community it serves.

This year's team participated in Residential Life staff training that helped both police and Residential Life staff to better understand each other's roles and expectations. Proactive contacts, communication and a strong partnership among the Community Policing Team, Residential Life staff and community members continued to be the primary focus. As always, the Community Policing Team, in partnership with Residential Life, was committed to being an integral part of the college experience for students by providing a safe and secure learning environment for all.

This year's programs included:

- 9/14/16: Staying Safe on Campus
- 9/21/16: Bicycle Theft Prevention/Registration
- 9/28/16: Meet Our New K9—Daisy
- 10/12/16: Dorm Safety 101
- 10/18/16: Safe Drinking (Beer Goggles) for Suites South
- 10/20/16: Safe Drinking (Beer Goggles) for Suites North
- 10/27/16: Residence Hall Association Halloween Bash
- 11/2/16: Sexual Violence Prevention, Awareness & Bystander Intervention
- 11/9/16: Maintaining a Proactive Approach to Personal Safety
- 12/7/16: Study Break with the Cops
- 12/8/16: Geronimo's End-of-Semester Event
- 12/17/16: Toy Drive at the University Village Apartments



Communications Unit

The California State University, Northridge Department of Police Services Communications Unit consists of six dispatcher operators and a supervisor who answer two Public Safety Answering Point (PSAP) 911 lines, along with six non-emergency lines. The dispatchers are the first point of contact for the community we serve. The 911 lines receive calls from all landline phones on campus, more than 90 blue-light phones placed throughout the campus, elevator emergency call phones and wireless calls on campus. The center also receives some wireless calls from the community surrounding the campus, which are routed to the proper agency.

Dispatchers receive training on how to handle callers in emergency and non-emergency situations, allowing the appropriate assistance to be dispatched. Dispatchers also receive continuous monthly training on all department policy and procedures as well as outside training from California Peace Officer Standards and Training (POST). In 2016, two dispatchers attended the Dispatch Update three-day class in Riverside; the supervisor attended the Advanced Dispatch Update in San Diego. Another two dispatchers attended a class in San Diego on Sexual Harassment as mandated by POST.

The other three dispatchers will be attending similar classes in 2017.

New technology is an important part of the dispatch center. In 2016, multiple computer screens were upgraded to a large single screen. This configuration put four computer operations into a single system.

2016 statistics

- The unit received **26,008** administrative calls, which resulted in 19,933 calls for police and parking; of those, 8,246 (an increase of 2.7% from 2015) were service requests.
- CSUN's 911 lines received **5,412** calls, of which 257 were dispatched police calls or medical emergency calls; another 214 were dispatched blue-light calls.
- 96.5% of 911 calls were answered in less than 10 seconds; 98.9% were answered in less than 15 seconds, the national standard for answering 911 calls.
- Dispatchers made 7,248 outgoing calls. These calls were made to re-contact reporting parties, to request tow services, to request paramedics from the Los Angeles Fire Department and to request services from other university agencies or departments on campus.

Investigations Unit

The Investigations Unit is lead by a commanding officer and two detective sergeants responsible for following up on initial patrol investigations regarding felony, misdemeanor or other criminal activity requiring time and expertise beyond the capacity of a preliminary investigation. The unit is responsible for filing criminal cases with the district and city attorney's office, and assisting in the prosecution of these cases through the criminal court system.

Additionally, the Investigations Unit conducts administrative investigations that may not rise to the level of a criminal act. These types of cases include threat assessment investigations, non-criminal violations under the Violence Against Women Act and Title IX, student conduct incidents and incidents involving university employees and staff.

Members of the Investigations Unit possess a number of hours of advanced officer training and specialize in multiple fields that fall under the investigations umbrella. The following specialties are the responsibilities of the Investigations Unit and may be shared by all members of the unit, or may be assigned individually at the discretion of the investigations unit commander/and or chief of police:

- General felony and complicated misdemeanor property crimes, and crimes against persons
- Rape and sexual assault, domestic violence and child abuse
- Hate crimes
- Juvenile crimes/runaways, and missing persons
- Robbery, arson, weapons violations and officer-involved shootings
- Computer crimes, identify theft, forgery and fraud
- Traffic collisions and traffic-related crimes
- Threat assessment

The Investigations Unit is also responsible for the storage, control, maintenance, security, access, processing, retrieval and release of all evidence and custodial items held by the Department of Police Services. Moreover, the unit processes evidence and custodial property, and gives

testimony in court regarding the integrity of evidence and custodial property. The unit is responsible for the return or purging of evidence and custodial items based on guidelines prescribed by department policy, the city and district attorney's office, and California state law.

2016 Notable Cases

Illegal Images Officers responded to the call of a suspicious flash drive left behind by an unknown person. The flash drive contained potential images of child pornography. Through an excellent preliminary investigation a potential suspect was determined, and department investigators began a follow-up investigation into the criminal act of possessing child pornographic images. Through the implementation of search warrants and excellent interviewing/interrogation skills, detectives were able to obtain a full confession from a person who had the knowledge and highly skilled abilities to covertly circumvent federal, state and local security protocols that are in place to protect against the acquisition of child pornography via the Internet.

Robberies, Grand Theft During the fall 2016 semester, several robberies and a grand theft person call involving the sale of cell phones occurred in and around the CSUN campus over the span of four days. The follow-up investigative work completed by the solid partnership between the Patrol and Investigation Units allowed for warrants issued and arrests to be made to quell the series of crimes that were having a detrimental effect on the campus community.

2016 CASE CLEARANCE RATES FOR UNIFORM CRIME REPORTABLE CRIMES

Rape by force	10 incidents / 1 cleared
Robbery	7 incidents / 0 cleared
Aggravated Assaults	4 incidents / 0 cleared
Simple Assaults	44 incidents / 22 cleared
Burglary	18 incidents / 0 cleared
Larceny – Theft	225 incidents / 7 cleared
Motor Vehicle Theft	16 incidents / 0 cleared



Threat Assessment Unit

The Threat Assessment Unit's primary function is to respond rapidly and appropriately to concerns expressed by the community about concerning behavior(s) by a person(s) before a critical incident occurs. Early identification of a concern allows university resources and university police to reach out to an individual, evaluate behaviors and circumstances, and provide support or other appropriate action.

The Threat Assessment Unit consists of Detective Sergeants Rene Lino and Mark Benavidez, who conduct threat assessment investigations. The unit is directed by Chief Anne P. Glavin and managed by Captain Scott G. VanScoy.

The department's Threat Assessment Unit participates in the university's Student Behavioral Intervention Team (SBIT) and in doing so provides support from the law enforcement perspective. In reviewing cases, unit members advise members of the SBIT with options available from within the Criminal Justice System, and when permissible, provide additional information from a threat assessment investigation/inquiry to assist with the overall threat assessment and response processes. Many times, the Department of Police Services is the first responder when concerning or threatening behaviors are reported.

Threat Assessment Inquiries

There were 27 threat assessment inquiries investigated and/or monitored during 2016, 10 of which were new cases. This number was up by eight cases from 2015. The inquiries focused on Persons of Interest/Concern. No threat to personal safety was identified in any of these cases.

The 27 cases included:

- 21 of CSUN students (+6 from 2015)
- 3 non-CSUN students (+1 from 2015)
- 3 former CSUN students (+1 from 2015)

Threat Assessment Investigations

There were 11 threat assessment case investigations managed during 2016, two of which were new cases. This total number is up three from the previous year. These investigations warranted a full investigation based on evidence that identified a specific or potential threat and/or target.

The 11 investigations included:

- 1 CSUN faculty member (no change from 2015)
- 3 CSUN students (+1 from 2015)
- 1 former CSUN staff member (no change from 2015)
- 5 former CSUN students (+1 from 2015)
- 1 former CSUN contractor (+1 from 2015)

Records Unit

The Records Unit generated \$11,450 in revenue in 2016 for fees collected for vehicle impound releases, as well as \$520 for copies of police reports.

During 2016, the Records Unit processed:

- 2,740 police reports
- 436 traffic citations (all units)
- 182 arrests
- 132 vehicle impounds
- 120 vehicle releases
- 11 vehicle liens
- 316 customer satisfaction surveys

The task of the Records Unit is to oversee the day-to-day processing of the CSUN Department of Police Services law enforcement and select business records. This includes the generation of records, as well as their reception, clarification, review, validation, updating, storage and retrieval to final destruction or archival storage.

Annual and monthly statistical reports produced by the Records Unit include:

- Uniform Crime Report (UCR) data for the Department of Justice and Federal Bureau of Investigations
- CSU Chancellor's Office
- Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act and the California Education Code section 67380
- Annual California Campus Safety Plan Report

The unit's day-to day functions include:

- Preparation and distribution of the daily crime log to the campus community
- Vehicle releases
- Release of requested reports copies
- Conducting requested background check inquiries
- Notary services
- Coordination and oversight of the campus Department of Motor Vehicle Employer Pull Notice Program
- Processing of arrest and traffic citations and report paperwork

Crime Statistics

Uniformed Crime Report (UCR) - Part 1 Offenses

(As reported to the Department of Justice and FBI) **Change**
2016 from 2015

	2016	Change from 2015
Murder & Non-negligent Manslaughter	0	0
Rape	10	+7
Robbery	7	+5
Aggravated Assault	4	+2
Simple Assaults	0	-5
Burglary	17	+1
Larceny/Theft	225	-53
Motor Vehicle Theft	16	+8
Arson	0	0
TOTAL PART I OFFENSES	323	-36

Additional Crime Statistics

(As reported to the Department of Justice and FBI)

	2016	Change from 2015
Vandalism – 594 PC or appropriate sections	121	+26
Weapons: Carrying, Possessing, etc. – 12020(a) PC, 626.10 PC or appropriate sections	1	-2
Other Sex Offenses	0	-1
Drug Abuse Violation – 11357(a) H&S, 11350 H&S or appropriate sections	25	-3
Driving Under the Influence – 23152(a) VC	7	+2
Liquor Laws – Muni Codes 25662 B&P, 25620 B&P, 25657 B&P, 25658 B&P or appropriate sections	0	-3
Drunkenness – 647(f) PC	5	+1
Disorderly Conduct – 415 PC, 647(d) PC, 415.5 PC or appropriate sections	12	-8
Forgery & Counterfeiting 470 PC, 648 PC or appropriate sections	12	+3
Fraud – 537 PC, 532 PC or appropriate sections	11	+9
Embezzlement – 503 PC or appropriate sections	0	-1
Stolen Property: Buying, Receiving, Possessing – 496 PC or appropriate sections	1	0
All Other Part II Classified Offenses	223	-70
TOTAL PART II OFFENSES	418	-70

* Note: "Additional Crime Statistics" is a breakdown of misdemeanor crimes not individually collected by the Department of Justice or FBI.

Hate Incidents/Hate Crimes

(As reported to the Department of Justice and within the Annual Campus Security Report) **Change**
2016 from 2015

	2016	Change from 2015
Hate Incidents	3	+1
Hate Crimes		
Race	0	-1
Gender	0	0
Religion	0	0
Sexual Orientation	0	0
Ethnicity	0	0
Disability	0	0

CSUN Department of Police Services - Patrol Activity

Change
2016 from 2015

	2016	Change from 2015
Adult Arrests		
Part I	19	+14
Part II	49	-39
Misdemeanor Vehicle Code	111	-24
Other Arrests (Local Code/Warrants)	10	+5
TOTAL ADULT ARRESTS	189	-44

	2016	Change from 2015
Juvenile Arrests		
Part I	1	0
Part II	3	0
Misdemeanor Vehicle Code	1	0
Other Arrests (Local Code/Warrants)	0	-1
TOTAL JUVENILE ARRESTS	5	-1

	2016	Change from 2015
Traffic Citations		
Traffic Safety/Motor Unit	172	-54
Patrol Unit	265	-253
TOTAL CITATIONS ISSUED	437	-307

Change
2016 from 2015

	2016	Change from 2015
Alarm Statistics		
Fire Alarm	106	+30
False Fire Alarm	51	-54
Intrusion Alarm	691	-77

	2016	Change from 2015
Traffic Accidents		
On Campus	71	+3
Off Campus	9	+7

	2016	Change from 2015
Medical Assists		
Alcohol and Drug Related	24	-6
Other Medical Assists	245	-17

	2016	Change from 2015
Suicide		
Medical Holds (5150WIC)	52	+19
Attempts	3	+1
Suicide	1	+1



Professional Standards and Training Unit

The Department of Police Services (DPS) strives to provide its employees with the highest level of cutting-edge training by utilizing the resources of regional training centers and local law enforcement agencies, including the Los Angeles Police Department, the Los Angeles County Sheriff's Department, the Rio Hondo Regional Training Center, and other state and federal agencies. DPS also utilizes many of the excellent professional and personal development workshops presented by CSUN's Office of Human Resources.

Department training needs are determined based on a variety of factors, including recommendations from the training committee, CSU Executive Orders, legislative mandates and directives from the Chief of Police. Employees attended 7,532 hours of training in the three categories shown in Chart 3.1.

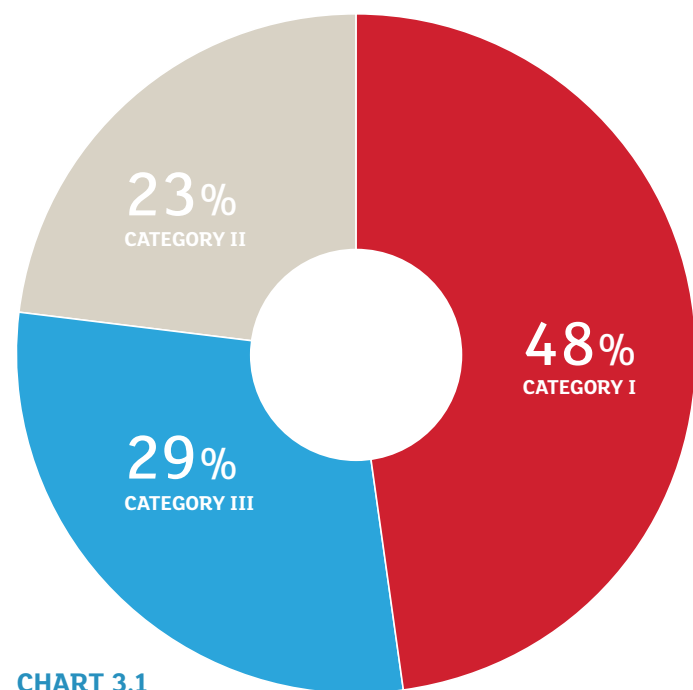


CHART 3.1

- **CATEGORY I - IN-SERVICE/BRIEF TRAINING • 3,612 HRS**
- **CATEGORY II - PROFESSIONAL DEVELOPMENT / SPECIAL SKILLS TRAINING • 1,701 HRS**
- **CATEGORY III - CALIFORNIA COMMISSION ON PEACE OFFICER STANDARDS AND TRAINING (POST) • 2,219 HRS**

TRAINING CATEGORY I - IN-SERVICE/BRIEFING TRAINING

DPS employees attended 3,612 hours of in-service and/or briefing training. Subjects included field training programs for police officers, dispatchers and parking enforcement officers; review of department policies; legal updates/legislative mandates; informational bulletins; use of new equipment; and refresher courses. (Courses, attendees and presenters are shown in Table 3.1.)

COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TRAINING HOURS
Active Shooter Response/Critical Incident Scenario (Multi-Agency Exercise)	4	CSUN Department of Police Services	7	28
Active Shooter First Aid Kit Refresher	1	CSUN Department of Police Services	19	110
Active Shooter Response Drill (In-House)	4	CSUN Department of Police Services	17	68
Amber Alert Criteria Refresher	10min	CSUN Department of Police Services	27	4.5
Annual In-Service Training	4.5	CSUN Department of Police Services	58	261
Autism Spectrum Students and First Responders	1.5	CSUN Department of Police Services	3	4.5
Blackboard Connect Refresher	varies	CSUN Department of Police Services	9	75
California Law Enforcement Telecommunications System Update	1-2	California Department of Justice	19	38
CSU Portal Refresher Training – Conflicts of Interest; Information Security Awareness; Defensive Driver; Eliminate Campus Sexual Violence; Health Insurance Portability and Accountability Act; and Sexual/Unlawful Harassment	varies	myNorthridge Portal/Skillport	29	90.5
Event Response	2	CSUN Department of Police Services	17	34
Field Training Program – Dispatcher	480	CSUN Department of Police Services	1	480
Field Training Program – Parking Enforcement Officer	160	CSUN Department of Police Services	1	160
Field Training Program – Police Officer	480	CSUN Department of Police Services	3	1,440
Ford Utility Police Interceptor Familiarization	1	CSUN Department of Police Services	20	20
Housing Fire Drill	30min	CSUN Department of Police Services	3	1.5
Incident Command System for Single Resources and Initial Action Incidents (IS-200)	3	CSUN Department of Police Services	3	9
Incident Command System Review for Patrol	varies	CSUN Department of Police Services	16	60.5
Identi-Kit	2	CSUN Department of Police Services	8	16
Informational Bulletins and New Procedures	varies	CSUN Department of Police Services	63	26
Injured Persons Lifts and Carries	1	CSUN Department of Police Services	14	14
Law Enforcement Field Training Application User Manual Review	2	CSUN Department of Police Services	5	10
Mobile Command Trailer Set-up, Towing & EOC	1	CSUN Department of Police Services	11	17
New Employee Orientation Check Lists	varies	CSUN Department of Police Services	7	272
NI Satellite Radio Communications System	20min	CSUN Department of Police Services	7	2.5
Pepper Spray Refresher (Parking Enforcement and Staff)	3	CSUN Department of Police Services	7	21
Policy Review	varies	CSUN Department of Police Services	62	230
Remedial Training – Information Technology; Communications; Memoranda of Agreement; and Off-Campus Response	varies	CSUN Department of Police Services	3	5.5
Report Writing for Increased Convictions	8	Law Enforcement Resource Center	4	32
Respiratory Protection Training and Fit Test	1	CSUN Department of Environmental Health, Safety and Risk Management	20	20
Rifle Plate Armor Carrier Set Up and Use	30min	CSUN Department of Police Services	20	10
UbiDuo Communication Device Refresher	30min	CSUN Department of Police Services	20	10
Use and Care of Soft Body Armor	15min	CSUN Department of Police Services	22	5.5
Vehicle Pursuit Training (SB719-compliant) Refresher	2	CSUN Department of Police Services	18	36

TABLE 3.1

TRAINING CATEGORY II - PROFESSIONAL DEVELOPMENT/SPECIALIZED SKILLS TRAINING

Department members completed 1,701 hours of professional development and/or special skills training. Notable courses included specialized trauma-based interviewing techniques and leadership training courses for supervisors. (Courses, attendees and presenters are shown in Table 3.2.)

COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TRAINING HOURS
California Emergency Services Association Annual Training and Conference	32	California Emergency Services Association	1	32
California Public Parking Association Annual Training and Conference	32	California Public Parking Association	1	32
Child Passenger Safety Seat Technician	16	SafetyBelt Safe, USA	1	16
Clery Webinars - Collecting Stats; Sexual Assault, Domestic Violence, Dating Violence & Stalking	1	Clery Center for Security on Campus	2	2
Communicating With Tact, Diplomacy and Professionalism	14	SkillPath Seminars	1	14
Communications-Dispatcher Training for Police	40	CSUN Department of Police Services	2	80
CPR / First Aid Instructor	8	Heartfare	3	24
CPR / First Aid Refresher	4	CSUN Department of Police Services	26	104
Crime Prevention	40	Sacramento Regional Public Safety Training Center	1	40
Crime Stats for the Police Executive	7	P.R.I. Management	1	7
CSU Critical Response Unit	16	CSU San Luis Obispo	4	64
Cyber Crime Investigator Certification	6	Federal Bureau of Investigation (FBI)	2	12
Emergency Planning	16	California Specialized Training Institute	1	16
Emergency Operations Center: Exercise Design and Evaluation; Situational Awareness; and Homeland Security Exercise Evaluation Program	varies	Federal Emergency Management Agency (FEMA)	1	60
Higher Education Threat Assessment	8	Federal Bureau of Investigation (FBI)	1	8
Human Resources Workshops: Customer Service; Leadership Interventions; Managing Student Employees; Performance Evaluations; and Performance Management	varies	CSUN Office of Human Resource Services	25	30.5
Incident Command System (ICS), Advanced ICS	16	Los Angeles City Fire Department	1	16
Jurisdictional Threat and Hazard Identification	16	San Diego Urban Area Security Initiative	1	16
Justice Data Interface Controller Operator	16	Los Angeles County Sheriff's Department	6	96
Leadership Strategies	8	California Peace Officers' Association	11	88
Los Angeles County Regional Identification System (LACRIS)	8	Los Angeles County Sheriff's Department	5	40
Managing Critical Incidents for Higher Education	24	CSUN Department of Police Services	1	24
Notary Public Workshop	8	National Notary Association	1	8
Police Canine Explosives Detection	160	Inglis Police Canine Academy	1	160
Pre-Academy Fitness	24	Rio Hondo Regional Training Center	1	24
Rape Aggression Defense (RAD): Training Conference RAD Instructor Courses	32	RAD Systems	5	160
Records Information Management System (RIMS) User Conference	240	Sun Ridge Systems	1	24
Security Assessment Seminar	40	American Crime Prevention Institute	1	40
Trauma-Based Interviewing for Sexual Assault Victims	6	CSUN Department of Police Services	20	120
Violence Against Women Act	8	Alliance for Hope International	1	8
Weapons Training and Qualification (Handgun, rifle, shotgun and less lethal)	varies	CSUN Department of Police Services	22	345

TABLE 3.2

TRAINING CATEGORY III - CALIFORNIA COMMISSION ON PEACE OFFICER STANDARDS AND TRAINING (POST)

The Commission on Peace Officer Standards and Training (POST) was established by the state legislature in 1959 to set minimum selection and training standards for California law enforcement agencies. All peace officers and public safety dispatchers are required to complete pre-service, specialized skills training, as well continuing professional training according to POST guidelines.

Successful completion of a basic police academy is a requirement under Penal Code § 832.3 for all state university peace officers and must be completed prior to the exercise of police powers. Police academies must adhere to a POST curriculum consisting of more than 858 hours of training. DPS sends its cadets to the Los Angeles County Sheriff's Academy or Rio Hondo Police Academy for this training.

After completion at the academy, probationary police officers complete a two-week orientation period that allows the probationary officer to become familiar with department rules, regulations and procedures. After the orientation period, the probationary officer is assigned to a field training officer and begins a 12-week field training and evaluation program, with minimum content and curriculum specified by POST.

Police officers and police services dispatchers attended 2,219 hours of POST-certified training. All police officers and dispatchers have completed their perishable skills training for their continuing professional training period ending Dec. 31, 2016. (POST courses are listed in Table 3.3.)

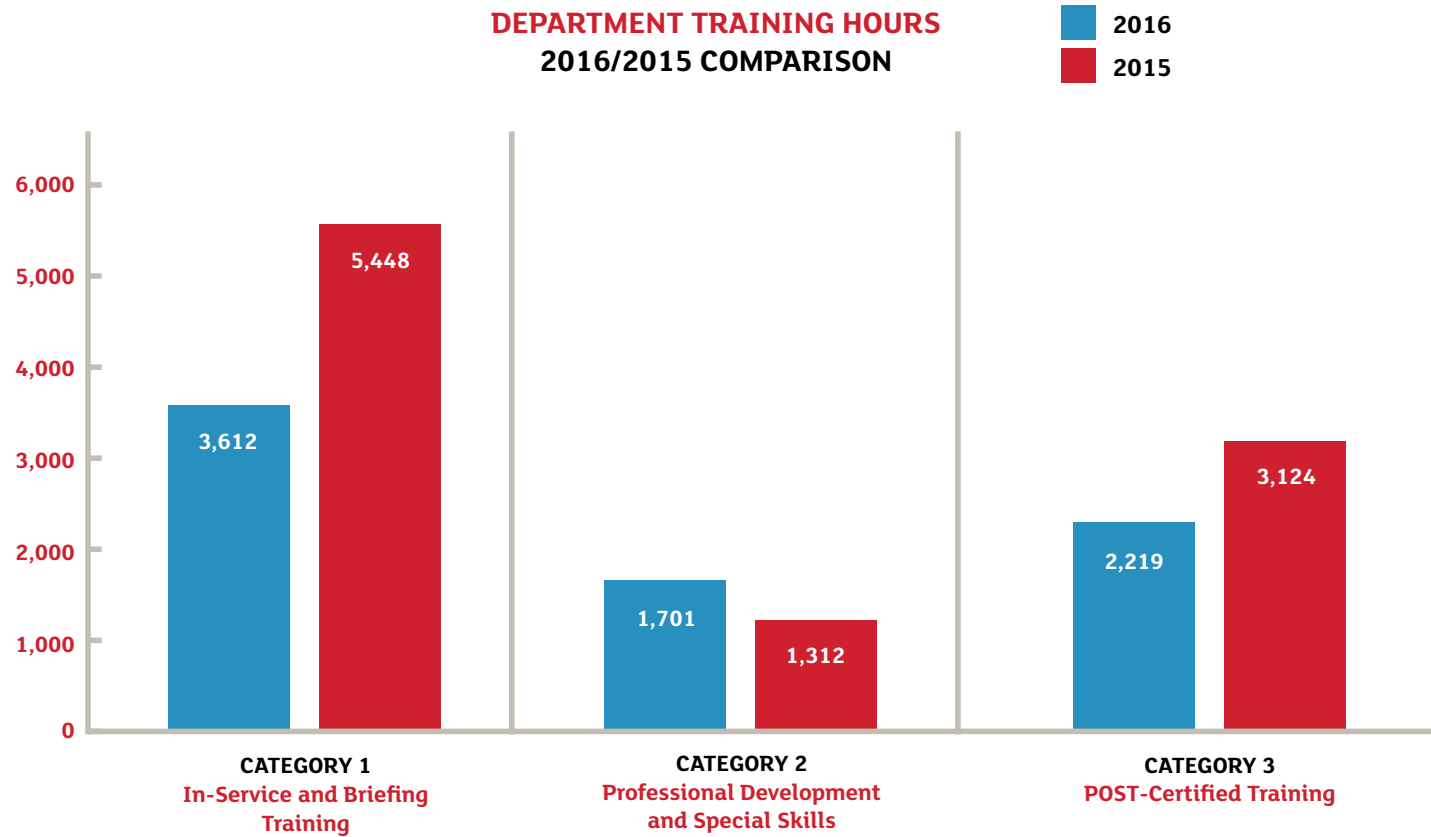
COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TRAINING HOURS
2017 Legal Update	4	California Peace Officers' Association	3	12
Arrest and Control/Tactical Communications (Perishable Skills Program)	8	Rio Hondo Regional Training Center	11	88
Arson / Explosives Investigation	40	Los Angeles County Sheriff's Department	1	40
Bicycle Patrol	32-40	Irvine Police Department and	3	112
Campus Sexual Assault, Domestic / Dating Violence and Stalking	16	Los Angeles County Sheriff's Department	2	32
Court and Temporary Holding Facilities	8	U.S. Department of Justice	7	56
CPR Refresher	4	San Diego Regional Training Center	9	36
Crowd Control – Managing Events in the 21st Century	8	CSUN Department of Police Services	6	48
Dispatcher Update, Public Safety	24	The CSU Office of the Chancellor	1	24
Dispatcher Update, Public Safety, Advanced	16	Training for Safety, Inc.	2	32
Driving / Force Option Simulator	8	Riverside County Sheriff's Department	7	56
(Perishable Skills Program)	24	Rio Hondo Regional Training Center	1	24
Field Training Officer Update	24	Rio Hondo Regional Training Center	1	24
Field Training Program Administrator	16	CSU Long Beach Center for Criminal Justice Research and Training	3	48
Firearms – Tactical Rifle	24	CSUN Department of Police Services	2	48
Internal Affairs Investigation	80	CSU Long Beach Center for Criminal Justice Research and Training	1	80
Investigations Core Course	4	POST Institute of Criminal Investigation	15	60
Law Enforcement Training on Hate Crimes	9	Anti-Defamation League	11	99
Multi-Assault Counter-Terrorism Action Capabilities (MACTAC)	858	Los Angeles Police Department	1	858
Police Officer Basic Academy	varies	Rio Hondo Police Academy	24	162

TABLE 3.3

COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TRAINING HOURS
POST Learning Portal / Telecourse DVD –	varies	Commission on Peace Officer Standards and Training (POST)	24	162
Body-Worn Cameras; Communications; Domestic Violence; Legal Update; Mental Illness; Radio Technology; and Terrorism	24	CSU Fullerton Police Department	1	24
Standardized Field Sobriety Testing	80	Rio Hondo Regional Training Center	2	160
Supervisory Course	8	San Diego Regional Training Center	2	16
Sexual Assault for Dispatchers	40	National Training Concepts	2	80

TABLE 3.3 CONT.

DEPARTMENT TRAINING HOURS 2016/2015 COMPARISON



DEPARTMENT COURSES AND TRAINERS

DPS is certified to present the following courses:

First Aid and CPR

Instructors: Ofcs. Andrew Higgins, Kyle Woodhouse, Christine Villaseñor, Stacey Nowak

Firearms/Tactical Rifle, Taser, 40 mm Launcher and Pepper Spray

Instructors: Sgt. Matthew T. Dunwoody, Sgt. David Keathley, Cpl. Thomas Finnerty, Ofc. Felix A. Vargas

Crowd Management

Instructors: Sgt. Randy R. Banales, Ofc. Felix A. Vargas

TRAINING COMMITTEE

The DPS Training Committee continues to serve in an advisory capacity, assisting in developing and evaluating training needs and serving as a focal point for input from personnel representing various department divisions. Input from the committee is used to revise training plans, field training programs and new employee orientation checklists.

2016 TRAINING COMMITTEE

Scott G. VanScoy	Captain, Special Services Division
Angela Voorhees	Patrol Sergeant
Andrew Higgins	Patrol Officer
Cynthia M. Hernandez	Police Services Dispatcher
Rito Betancourt	Parking Enforcement Officer
Miranda Castaneda	Parking Services Staff
Stacey Nowak	Crime Prevention/Matador Patrol Coordinator
Steven L. Kai	Training Coordinator





Crime Prevention Unit

Stacey Nowak runs the Crime Prevention Unit on a daily basis, under the direction of Special Services Captain Scott G. VanScoy. The unit develops, promotes and maintains safety awareness and outreach programs that emphasize increasing community awareness and reducing campus crime risk through prevention programs, tips and alerts. Crime Prevention also seeks to increase personal responsibility in preventing and/or reducing criminal opportunities.

Crime prevention programming stresses community awareness and interaction through the dissemination of materials and presentations that are designed to educate students, faculty, staff and community members about on- and off-campus safety. Presentations are scheduled throughout the year and include new student orientations, new employee orientations, personal safety workshops, sexual assault prevention and related law enforcement topics.

Services and courses offered to the university community include, but are not limited to:

- Alcohol awareness programs
- “Basics of Pepper Spray” workshop
- Bicycle registration
- “Cyber Safety” workshop
- Free identification engraving of personal property
- Identity theft workshop

- “Maintaining a Proactive Approach to Personal Safety” workshop
- R.A.D. (Rape Aggression Defense) Systems self-defense courses for women, men and children
- Security surveys
- STOP (Security Tracking of Office Property) plates for identification and return of valuable electronics

CRIME PREVENTION COURSES/SERVICES OFFERED IN 2016

Crime Prevention & Safety Presentations	80
Officer-led presentation	33
Guest Lectures	1
Presentations in Student Housing	13
Bicycles registered for free	117
STOP security plates affixed to state and personal property	539
Emergency Alerts	1
Crime Alert-Timely Warning	17
Crime Trend Alert Bulletins	2
RAD – Women / Men / for-credit	TOTAL 59
Women who completed the free 12-hour course	17
Women who completed the for-credit course	24
Men who completed the for-credit course	18
Kids who completed the radKIDS 10-hour personal empowerment and safety program	13

Women learn defense, gain confidence with RAD

By Sunshine Chatman, *The Sundial*
March 6, 2016



Photo Credit: Alejandro Aranda

Women interested in learning self-defense had the opportunity to participate in the Rape Aggression Defense (RAD) program, a shortened version of the semester-long course that consists of four three-hour sessions facilitated by the CSUN Police Services staff that ended on March 3.

“It is an opportunity for the ladies to practice self-defense under pressure, to trust themselves and to take control of the situation,” Captain Scott G. VanScoy said.

According to the CSUN PD website, RAD was founded in 1989 and has grown to be the largest self-defense training network of its kind. It provides hands-on training in prevention and risk-reduction strategies against a perpetrator.

VanScoy explained the program is about women building confidence and self-esteem.

After hands-on training and ground defense techniques, women participated in simulated assault scenarios where they were able to display the skills they learned in a safe environment.

“The class was definitely fun; I was not expecting it to be,” said Rebecca Stein, a business administration major with an emphasis in real estate. “I am really happy the

instructors were very open and honest. It is not wasted energy at all.”

Only 12 people registered for the class this semester. However, some of the attendees said they would come back next time and bring more people.



It is an opportunity for the ladies to practice self-defense under pressure, to trust themselves and to take control of the situation...

Captain Scott G. VanScoy

Claire Smith, a communication disorders major with an emphasis in speech-language pathology, said this was her second time joining the class.

“It was a refresher for me, learning new techniques,” Smith said. “It gave me a confidence boost. I just have to practice now on my own time.”

Matador Patrol

The Matador Patrol Unit is a student-based service whose main objectives are to provide nighttime safety escorts and resident and guest registration in the University Park complex; to ensure and promote safety all around the CSUN community; and to assist during special events such as Matador Nights, Big Show, Oviatt Library study nights and Commencement.

With a focus on peer-to-peer education, Matador Patrol members take an active role in learning about campus-specific initiatives such as the Clear the Air campaign, TIPS (Training for Intervention Procedures) responsible alcohol training, crime prevention, sexual violence awareness and resources, and Deaf culture awareness.

A primary focus for 2016 was to continue the strategic plan progress made in 2015, encompassing the department and university's mission, vision and goals. During the 2016 fall semester, the CSUN IT Department, in collaboration with the Matador Patrol Unit, launched the Safety Escort app. The app allows students to request

a safety escort through the push of a single button. In addition to the app, Matador Patrol was given its own logo. The Departments of Police Services and Athletics worked together to design the image.

The 28 Matador Patrol Community Service Assistants (CSAs) wear distinct red, white and black uniforms that are easily identifiable by members of the CSUN community.

Matador Patrol provides safety escorts Monday through Thursday from dusk until 11:30 p.m. during the spring and fall semesters. All CSAs are trained to provide quick, reliable safety escorts while simultaneously patrolling the CSUN campus. CSAs provide escorts via foot or on one of two E-Z-GO carts.

Matador Patrol also provides resident check-in and guest registration services for the University Park (UP) complex. These services are provided Sunday through Saturday, 7:30 p.m. to 2:30 a.m. during the fall and spring semesters. During these times, access to UP is restricted to residents, who must check in with their CSUN I.D. cards, and their registered guests. Guests may be registered by a CSA at one of three check-in posts.

CSAs receive biannual training before the start of each semester. Some of this year's basic trainings included the following topics:

- Department policies and procedures
- Communication techniques
- Night safety escort patrol techniques and procedures
- Residential Life safety and security program
- Report writing skills
- Campus orientation and geography
- Defensive driving (online course)
- Electric cart safety operator
- TIPS (Training for Intervention Procedures) education in alcohol and substance abuse
- CSUN Clean Air Initiative
- Sexual violence awareness
- Deaf culture awareness

Matador Patrol also staffs a part-time receptionist within the Department of Police Services. The receptionist assists with bicycle registrations, STOP (Security Tracking of Office Property) anti-theft plates for electronics and crime-prevention tabling events.

2016 Personal Night Safety Escorts

	SOLICITED 2016	APP REQUESTS	DISPATCHED 2016	TOTAL
JAN	227		57	284
FEB	1,039		293	1,332
MAR	958		187	1,145
APR	1,301		135	1,436
MAY	890		75	965
AUG	110		32	142
SEP	654		224	878
OCT	525	25	294	844
NOV	488	50	210	748
DEC	273	17	78	368
TOTAL	6,465	92	1,585	8,142

Note: Matador Patrol is not in operation in June and July
Matador Patrol App launched in October 2016



Emergency Alert System ALERT!

Great ShakeOut Emergency Notification Test. This is a test of the Alertus emergency notification system. The test is to remind you that today is the Great ShakeOut Earthquake Drill! Please drop, cover, and hold on and practice the correct actions to take during an earthquake. For more information on emergency preparedness please visit csun.edu/emergency



Emergency Management and Preparedness Unit

Student Preparedness Outreach

On April 28, 2016, the Emergency Management and Preparedness Unit debuted **Beat the Quake: An Earthquake-Themed Puzzle Room**. The goal of the event was to educate students about earthquake risk and preparedness using an interactive risk communication method. Teams of four to five students were challenged to solve a series of puzzles in an “escape room” environment before an earthquake hit, simulated by an earthquake early warning system sound.

The event was a cross-divisional collaboration with university units CSUN Dining, the Department of Geology, CSUN Housing and the University Student Union, and community partners American Red Cross, Earthquake Country Alliance and Amazing Escape Room of California. The program was highly successful, engaging 113 students and earning the 2016 Silver Award from the California Emergency Services Association, Southern Chapter.

Back by popular demand, the **Zombie Apocalypse Preparedness Scavenger Hunt** was held in October and expanded to include Associated Students as a new campus partner. Students visited nine CSUN department checkpoints to collect different emergency

preparedness items. This year a “Prepare CSUN” design was incorporated on T-shirts, lunchboxes and a Snapchat Geofilter that helped to raise the profile of the event. Student interest was high, as more than 500 participants collected supplies to build their disaster kits and to be prepared for anything!

This innovative program was the recipient of the Federal Emergency Management Agency’s 2016 Individual and Community Preparedness award in the Awareness to Action category. Emergency Preparedness Manager Jenny Novak traveled to the White House to accept the award on Sept. 13, 2016, right before the 2016 event. The resulting publicity helped to attract more student participation and drew emergency managers from other jurisdictions to the scavenger hunt.

Alertus Desktop Takeover System Test

A new emergency notification system was fully deployed and tested in 2016. Alertus is a desktop takeover system that sends alerts to all desktop computers connected to the main CSUN server. In conjunction with the 2016 Great ShakeOut Earthquake Drill, the unit sent a test message to more than 7,000 computers on campus. A team of 67 evaluators provided feedback on the new system, with the majority agreeing that Alertus will be very effective in issuing prompt and useful notifications.

Building Evacuation Drills

A building evacuation drill program was launched to ensure that all CSUN buildings conduct a drill at least once every other year. The emergency manager works with principal building marshals to administer building-specific training to the marshals; then a drill is coordinated with Police Operations and Physical Plant Management. Drills provide the opportunity for building marshals and occupants to practice evacuation procedures in a training environment. In 2016, 17 drills were conducted, and more are planned for 2017.

Emergency Operations Center Training

In January 2016, the Emergency Operations Center (EOC) held a series of five section tabletop exercises to discuss the response to a hazardous materials fire on campus. The drills allowed the opportunity for sections to work in small groups to better refine internal processes and improve response capabilities. Over the summer, a new interactive refresher course for EOC members was launched to provide hands-on practice using EOC forms, a WebEOC practice module and a card game that refreshes knowledge on key EOC functions.

CSUN CERT Program Expansion

In March 2016, an update to the CSUN Community Emergency Response Team (CERT) Annex was published and a training session on the campus-specific CERT guidelines was co-facilitated by the chief of police and the emergency preparedness manager. Throughout 2016, opportunities for refresher training were provided to the CSUN CERT team, including Incident Command Post drills with police operations, a live fire extinguisher training with the Los Angeles Fire Department, a discussion panel on CERT Level 2 requirements and a Map Your Neighborhood training facilitated by the American Red Cross, facilitated by the American Red Cross.

TRAINING STATISTICS

Building Marshal Training	171
EOC Member Training	113
CERT Training	67
Department Presentations	392
Lunchtime Preparedness Workshops	74
Preparedness Events	613
Total Trained by CSUN Emergency Management	1,430



Parking and Transportation Division

New Senior Parking Operations Coordinator

In fall 2016, Parking and Transportation Services hired John Orr into the newly created position of senior parking operations coordinator. John came to CSUN from California State University, Fullerton, where he spent more than 14 years in the Parking Department. John's position is responsible for parking enforcement, traffic control, special event planning and operation of the information booths.

CSUN Parking Technology Committee

Parking and Transportation Services has created a committee (with representation from Administration & Finance, Information Technology, Physical Plant Management and Facilities Planning) to explore how technology can be used to enhance parking services on the CSUN campus. Projects being explored include vertical integration of parking technology, new license plate recognition technology, and car counting and electronic wayfinding systems to assist drivers in finding open parking spaces, as well as new ways to purchase parking permits.

Expanding Parking

Over the last few years CSUN has seen an upswing in its student population. In response, Parking and Transportation Services is exploring ways to accommodate parking needs. Plans are underway to expand the B5 parking lot and to create better access to the west side of campus through the intersection of Plummer St. and Darby Ave. The university is also working on building a new parking structure on the east side of campus near the Student Recreation Center.

2016 Daily Parking Permit Sales

At CSUN, daily and short-term parking permits are sold in multiple ways to make it convenient for those visiting campus. There are three information booths, located at the main campus entrances, and 39 pay-stations, located in all the major campus student/general parking lots, that sell both daily and incremental parking permits. In 2016 the incremental rate was offered campuswide at both the pay-stations and the information booths.

Number of Daily Permits from Information Booths	82,802
Number of Daily Permits from Pay-Stations	456,965
Grand Total Number of Daily Permits	539,767

2016 Parking Citation Count

Parking citations are issued on the CSUN campus to drivers who do not adhere to the parking policies and regulations. The campus is patrolled and enforced at all times, including weekends and holidays, to ensure that all patrons to the campus have a fair opportunity to find parking to meet the needs of their visit as easily as possible and have a pleasant experience doing so. In 2016, more than 21,000 parking citations and warnings were issued to violators who parked illegally on campus.

Parking Violation	No. of Cites Issued
No valid permit displayed	15,144
Permit not valid at location	2,000
Permit improperly displayed	1,406
Use of forged/voided permit	21
Altered daily permit	71
Overtime pay-by-space/meter	969
Not parked within a marked stall	1,442
Parked over time limit	197
No parking-posted	202
No parking-loading zone	35
No motor vehicles-posted	3
No stopping by statute	5
No stopping red curb or posted	109
Disabled zone	108
Misuse of disabled placard	2
Blocking disabled access ramp	2
Other	101
Total Number of Citations	21,817

2016 Parking Citation Appeal Count

Those who receive parking citations are granted the right to appeal if they believe the citation was given in error. There are three stages of appealing a parking citation: written appeal, administrative hearing and the court system. The first stage of the appeal can be in person at the Department of Police Services or by submitting an appeal online. After appeals are submitted, they go through the review process and the citations can either be upheld, dismissed or the citation fine can be reduced. There were 3,294 citations that were appealed during 2016.

Appeal Cancelled (submitted after the submission deadline)	31
Appeal Granted; Cite Dismissed	863
Appeal Denied; Cite Upheld	1,722
Pending Decision	0
Fine Reduced	678
Failed to Appear to Hearing	37
Total Number of Appeals	3,294

2016 Annual, Semester & Motorcycle Parking Permit Sales

STUDENT PERMITS

Annual	3,289
Resident	1,597
Semester	26,821
Summer	3,118
Motorcycle	335
North Campus	2,108
Total Student Permits	37,268

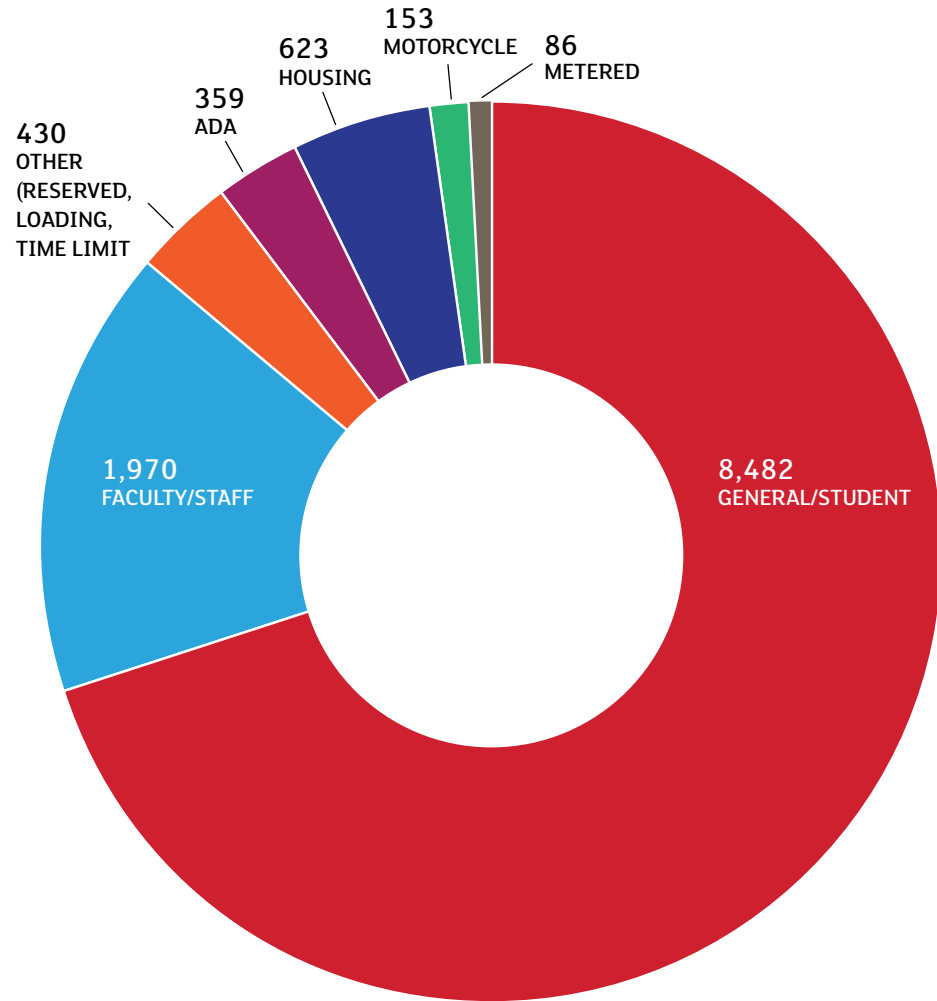
EMPLOYEE PERMITS

Annual EB	1,640
Annual ES	905
Semester EB	1,084
Semester ES	1,892
Summer EB	291
Summer ES	158
Motorcycle	60
Emeritus	26
Total Employee Permits	6,056

Grand Total Number of Permits Sold	43,324
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2016 Parking Space Count

On the CSUN campus, there is a variety of parking lot types to accommodate all patrons visiting the campus, including students, employees, visitors and residents. The variety of lots are spread across campus to provide parking in the vicinity of the classrooms, offices and venues, giving all patrons the best customer service possible. In 2016, our parking lot space count totaled 11,950.



2016 Vehicle Service Calls

Parking Services offers complimentary roadside service to students, employees and visitors parked on campus. These roadside services consist of vehicle jumpstarts to those who have a dead battery or vehicle lockout service for those who have locked their keys in their vehicle. In 2016, parking enforcement officers performed more than 1,100 service calls.

Service Call	Performed
Vehicle Jumpstart Service	721
Vehicle Lockout Service	388
Total Number of Services Performed	1,109



Transportation Programs

Innovation, advocacy and expansion were the hallmarks of 2016 for the Transportation Program Unit.

Late Night Bus Service

The first Valley Transportation Summit was held at CSUN in March. In attendance were students, faculty, staff, the community at large, transportation agencies and elected officials. The spotlight was focused on improving transit in the San Fernando Valley in general, and at CSUN in particular.

The summit provided students with an opportunity to present their concerns to local transit officials about the challenges they face using public transit to attend CSUN. Students successfully pointed out that having a transit station on the campus was only the beginning – scheduling service that met their needs was crucial to student success. The primary complaint was that bus service for CSUN stopped too early for students with evening classes — particularly those whose classes ended at 9:50 p.m.

Metro officials were listening: On June 27, 2016, late-night service began operating on the Metro Rapid #744 until 10:20 p.m., and for the Metro Local #239 until 10:15 p.m.

Metro U-Pass Rollout

Prior to the summer of 2016, CSUN students needing a reduced fare transit pass for Metro had a six-week wait before a College/Vocational TAP card would arrive in the mail. Students then had to pay \$36 to purchase a 30-day pass.

In early August, CSUN became the first university in Los Angeles to roll out a new U-Pass for students. Students can purchase the U-Pass while registering for classes online; once the RFID sticker is affixed to the student's CSUN I.D. card, it becomes the transit pass. The cost of the U-Pass is \$95, and it remained valid from Aug. 12 through Jan. 22, 2017.

From the day CSUN committed to participate in the U-Pass pilot program to the successful rollout in August was approximately 90 days. This accelerated time frame was made possible by the overwhelming team effort from several key departments and divisions of the campus community — Parking & Transportation Services, Associated Students, and Government and Community Relations, to name a few.

Tap Validators and All-Door Boarding for Metro Rapid 744 Line

With the beginning of the fall semester in August 2016, the CSUN Transit Station became a testing location for “all-door boarding.” Metro installed two TAP card validators at the stop, which is used by the Metro Rapid 744 Line. The validator allows passengers to board at all doors when a bus on Line #744 arrives.

Ridership on the Metro Rapid Line 744 is very high — in fact, not too long after Line #744 began using the CSUN Transit Station, Metro had to allocate articulated buses to accommodate the overloading that occurs when school is in session. Since the articulated buses have three entry doors, passengers waiting to board can now go to one of two validators at the station stop and TAP their passes when the bus arrives. This eliminates having a long queue forming to board at the front of the bus. Once the TAP is accepted at the validator, the passenger can then enter the bus at the first available door. Metro continues to implement all-door boarding on other lines along their system.

Housing Shuttles

Ridership onboard CSUN’s housing shuttles increased in 2016, resulting in the need to bring the number of shuttles on the route up to four per shift. In an effort to eliminate some of the overcrowding, CSUN also rescinded a previous requirement that all passengers be seated. Allowing passengers to stand onboard CSUN shuttles greatly increased their capacity, and passengers have expressed their appreciation for the greater efficiency with which the shuttles operate.

Solar Charging Stations

In partnership with CSUN’s Sustainability Program, the Transportation Program Unit increased the number

of electric vehicle charging (EVC) ports to 30 in 2016 with the addition of two new solar charging stations. Regular EVC stations require some sort of power source to operate. The new stations, provided by DC Solar, are mounted on portable trailers and require no additional power source other than the sun. The advantage of solar EVC ports is that they can be placed where the installation costs of a standard charging station would be cost-prohibitive.

With the introduction of reduced-charge parking in the remote F10 lot, a decision was made to place one charging station in the F10 lot so that EV users who purchased a reduced-cost parking permit would have a place to plug in.

Advocacy Efforts

Beneficial initiatives and transit planning for the university were accomplished throughout 2016: **Measure M** was on the November ballot and its passing heralded the funding of some much-needed transit improvements to benefit the CSUN campus community. University administration gave the Transportation Program Unit the task of making our presence and needs known to local and state government so that we would not be omitted from the planning process. It was through our advocacy that CSUN was able to meet with elected officials and governing boards to present letters of support to various boards of directors and planning councils, essentially voicing the university’s support for the following transit priorities:

- Re-routing of the Northridge DASH to use the CSUN Transit Station, creating a bidirectional route plan to serve the Northridge Metrolink Station throughout the service day
- Creating a Bus Rapid Service between the CSUN Transit Station and a proposed East Valley Transit Corridor via Nordhoff Stret
- Enhancing Rapid Line Service to connect the CSUN Transit Station to Warner Center
- Developing a Bus Rapid Transit (BRT) service between the Metro Orange Line and the CSUN Transit Station
- Enhancing local bus service to serve the 25,000 of the CSUN population who live within a 10-mile radius of the campus

- Providing physical improvements to expand the capacity of the CSUN Transit Station so it serves as a transit hub
- Relocating the Northridge Metrolink Station to Reseda Boulevard at Parthenia Street — much closer to the CSUN campus

to conduct a usage count at the station, essentially counting all passengers boarding or de-boarding any of the four bus lines at the station. The data are collected and compiled into a report submitted to university administration.

Last year, a total of 7,402 passengers used the CSUN Transit Station during the target week of Sept. 19-23, 2016. This number represents passengers arriving at the campus as well as passengers departing from the campus.

Usage of the CSUN Transit Station

The CSUN Transit Station is widely used by students, faculty, staff and visitors to the campus. Each year, a one-week period during early to mid-fall semester is selected

SUMMARY COUNTS BY BUS LINE/SERVICE

	Metro 744				AVTA 787 EXPRESS		
	OFF	ON	TOTAL		OFF	ON	TOTAL
Monday	514	636	1,150	Monday	47	53	100
Tuesday	556	680	1,236	Tuesday	52	58	110
Wednesday	608	732	1,340	Wednesday	59	50	109
Thursday	513	621	1,134	Thursday	60	61	121
Friday	271	415	686	Friday	34	40	74
Total	2,462	3,084	5,546	Total	252	262	514
	Metro 167				CSUN METROLINK SHUTTLE		
	OFF	ON	TOTAL		OFF	ON	TOTAL
Monday	42	57	99	Monday	77	83	160
Tuesday	30	61	91	Tuesday	108	91	199
Wednesday	44	67	111	Wednesday	115	71	186
Thursday	37	46	83	Thursday	111	92	203
Friday	32	32	64	Friday	68	78	146
Total	185	263	448	Total	479	415	894

STATISTICS

Shuttle Ridership	2016
Metrolink	36,379
Housing	386,206
VPAC	13,293
TOTAL	437,894

Special Events

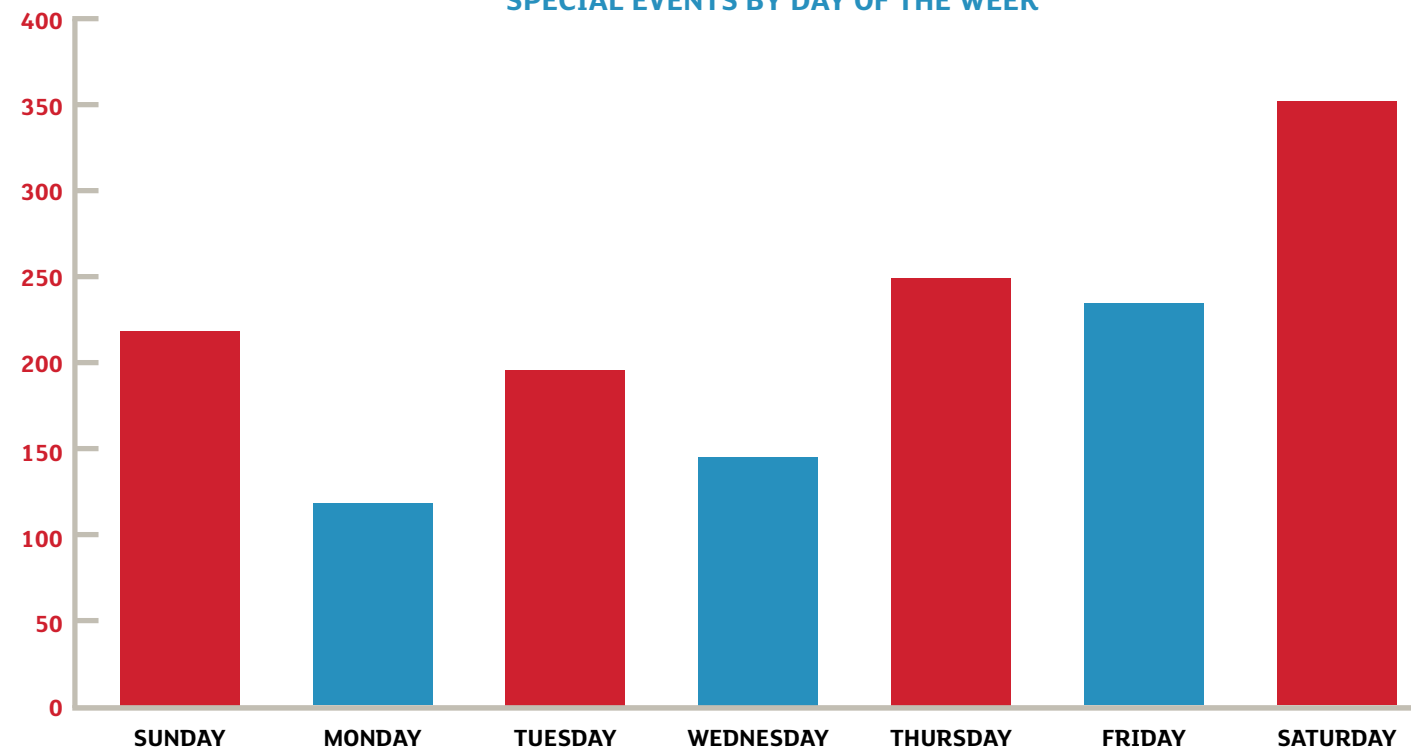


The Department of Protective Services Special Events unit provided parking services to a total of 1,460 campus events in 2016. This unit supports events ranging from five to 10,000 attendees. The highlight of this year's events were the Univision: Feria de Educación and the KCSN 88.5's VIP Live Session with Sting. Additionally, CSUN's Valley Performing Arts Center hosted exciting performances from artists including vocal artists Jewel and Leslie Odom Jr., and dance troupe Pilobolus.

Special Event Parking Services

- Parking Permit Issuance
- Traffic Direction
- Way-finding Signage
- Shuttle Services

SPECIAL EVENTS BY DAY OF THE WEEK



Livescan Fingerprinting Services

The Department of Police Services' Livescan office provides Livescan and ink card fingerprinting to the campus and surrounding community. The Livescan machine captures fingerprint scans electronically and sends them to the Department of Justice (DOJ) and FBI; the agencies then check the criminal histories of applicants for purposes of employment, travel, licensure, credentialing, etc. In 2016, DPS retained five more accounts for Livescan services. The 18 agencies that use our services are provided with monthly logs containing employee names and fund balances.

During 2016, the Livescan office processed a total of **4,323 Livescan applicants and 295 fingerprint ink cards**, a sales increase of 11% since the service was first offered in March 2015.

2016	Livescan Applicants	Ink Cards Processed
January	506	N/A
February	288	N/A
March	318	28
April	419	39
May	458	22
June	558	28
July	457	23
August	535	25
September	440	28
October	373	30
November	267	30
December	216	15

Lost and Found

Police Services offers the convenience of online reporting of lost and found items. Whether at home or from the in-lobby kiosk, submitting a report is quick and easy. The online feature also allows the public to check for lost items by searching the database by type.

All Department of Police Services supervisors are trained on how to intake lost and found property. Once the property is in possession, it is secured in the designated storage area. The lost and found storage area is organized in three (3) zones: (1) new intake; (2) bins/shelves separated by item type; (3) purging area.

When an item is first processed, immediate intake is kept in a specific location for a short amount of time. When the need increases to make room for new intake items, they are "migrated" into their storage areas which are categorized by item type.

Police Services Fleet



The Department of Police Services utilizes a variety of vehicles between police, parking and Matador Patrol to patrol the campus as well as provide services for escorts and shuttles throughout the campus. We continue to maintain a fleet of hybrid vehicles as well as some conventional fuel vehicles and bicycles. In 2016, the department's vehicle fleet included the following:

Police Division

- 4 Ford Explorers – marked black-and-white patrol vehicles
- 1 Chevrolet Tahoe – marked black-and-white police K9 vehicle
- 1 Chevrolet AstroVan – marked black-and-white special operations vehicle
- 3 Unmarked administrative vehicles
- 2 Harley Davidson black-and-white patrol motorcycles
- 3 T3 Motion electric chariots for police patrol
- 2 EZ-GO electric carts for Matador Patrol safety escorts
- 8 Tactical patrol bicycles
- 1 35-foot mobile command post

Parking and Transportation Division

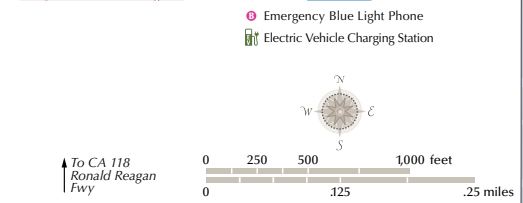
- 1 Chevrolet Colorado – technician unit vehicle
- 5 Marked parking enforcement vehicles
- 1 Dodge Ram 3500 – marked emergency response vehicle
- 1 Ford Escape Hybrid – unmarked administrative vehicle
- 1 GEM electric cart
- 8 Parking enforcement bicycles

Department Trailers

- 1 RU2 Systems Speed Trailer – radar equipped
- 1 8-foot enclosed trailer for firearms training
- 2 12-foot enclosed trailers for firearms training equipment and traffic control equipment
- 1 10-foot vehicle transport trailer
- 1 Parking Booth Co. mobile information booth trailer
- 4 InstaLERT electronic message board trailers
- 1 Mobile pay-station trailer

Patrol Beat Map

CSUN 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	G7
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	C6
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
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	C6
Sequoia Hall	E4
SRC Student Recreation Center	G4
SSU Satellite Student Union	C9
ST Sierra Tower	C3
STU Studio Theatre	C1
Track	F8
TH Experimental Theatre	E1
Tennis Courts	G6
UN University Hall	B4
UP University Park Apartments	F-G, 8-9
USU University Student Union	F4
UV University Village Apartments	C11
VPAC Valley Performing Arts Center	E1
Whitsett Room	C3
WC Women's Center	B5



DEPARTMENT OF
POLICE SERVICES

18111 Nordhoff Street
Northridge, California 91330

In an emergency, dial **9-1-1**

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

Emergency Management & Preparedness
(818) 677-5973

Community Relations
(818) 677-7922

Parking & Transportation Division
(818) 677-2157

Matador Patrol Personal Safety Escort Service
(818) 677-5042/5048

“Annual Clery Security Report” Requests
(818) 677-3224

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

Visit us on the web at:

www.csun.edu/police

www.facebook.com/csunpolice