

Public Safety Advisory Committee Notes

March 17, 2021

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General Overview – Alvin Alvarez

There are no specific agenda items today. At this point as a committee, we are still in the learning and educational phase. At our meeting last month, we took the first step in this direction in learning the basics and function of UPD's structure that was presented to us by Enrique Castro Vera Cruz. Today we will continue these discussions & cover the questions you weren't able to ask as we ran out of time at our last meeting. When we are ready, then we will move on to the next set of Foundational Questions regarding Decision-Making.

We also have a list of questions and issues captured in our "parking lot" that we need to address while we are in this learning and educational phase. All PSAC members were encouraged to bring issues to the surface and add to this list, as well as help prioritize these items.

If there are issues on the parking lot list that you believe are urgent and needs to be addressed, please be sure to bring this to the committee's attention and we will make time in our meetings to discuss these issues.

The committee was invited to ask their questions for Enrique or Reggie that wasn't covered at last month's meeting regarding UPD's basic structure and function, but no one responded.

Therefore, the committee moved on to discuss the foundational questions under Decision-Making. There was no formal presentation to cover this section. Reggie primarily responded to questions and provided context for bullet point items listed below:

What is the decision making process for how policing works with regard to:

- **Student residences:** There have been some recent changes to routine Response Protocols, particularly with on-campus housing in an effort to de-police situations that can be handled by other units. For example, a tenant calling with plumbing issues were directed to UPD. Another example, tenants reporting neighbors that are loud/noisy. These types of issues are now addressed by Res Life Housing. The New Response Protocols were implemented this past February and so far it looks to be working well.

A PSAC member also shared that the phone system was updated so that people that call for facility services *after* business hours are informed that facilities is closed and they will be automatically transferred to the UPD. The caller is given the option to proceed with being connected to UPD.

- **Special events:** There is a small work group comprised of both UPD and Risk Management that provides consultation for both on and off campus events. If there is an event involving free speech that may potentially trigger issues (i.e. genocide awareness event), then the Campus Awareness Team will be involved to make sure all essential departments are in the loop and are prepared to respond to minimize any negative impacts on campus. The Campus Awareness Team's goal is to be prepared for both planned and unplanned events on campus that can potentially trigger issues on campus. Primarily what is done is to make sure our campus community is aware when these events are occurring and provide support services/outlets for all campus community members.

A PSAC member informed everyone about the Time, Place & Manner Committee (TPMC) that is comprised of campus stakeholders from A&F, UPD and Student Affairs. This committee meets about once a month to discuss anticipated events held on campus. For high profile events, TPMC will reach out to the Campus Awareness Team, the University Council and other groups across campus that can provide additional nuanced guidance.

For your reference, here's the link to the TPM Executive Order:

https://vpsaem.sfsu.edu/sites/default/files/SFSU_Time_Place_and_Manner_Policy.pdf

The Campus Awareness Team is led by Noriko Lim-Tepper from the President's office. There are about ten members from various units in the Academic side, A&F and from UCorp. This group meets approximately every two weeks depending on what is happening on campus to share information that would be helpful and of interest to other divisions. Info shared are not just about events. For example, a heads up about a new policy that Cabinet members are not yet aware of which will have a cross-cutting impact for multiple divisions.

- **Classroom and office altercations:** For most circumstances, front line responses will be handled by UPD to conduct an initial assessment. However, PSAC can help determine which types of situations would not require UPD involvement and identify group on campus that is better suited, for example Gator Helping Gators. This item has been added to the Parking Lot for future discussions.

UPD provides a Crime Safety Awareness Training, and would like the campus community to know this training is available and accessible. It's important to know what individuals can do if they find themselves in a dangerous situation. UPD can be available if you need to talk through a situation and need advice on what to do.

A PSAC member suggested instructions/contact list in every classroom for emergency and non-emergency situations. This action item has been added to the Parking Lot.

Reggie was asked if UPD is being under-utilized in some areas, and over utilized in other areas. Response: UPD is here to support the campus community. More awareness training can be helpful in the kind of services UPD can and cannot provide. It is highly recommended that classroom situations are addressed at the very beginning and not allowed to fester. Support resources is also important. Students need to know where to get help in situations where campus police involvement is not helpful/appropriate.

A PSAC member shared a concern over the intake process in CAPS (Counseling & Psychological Services). The PSAC member was assisting their student to obtain help/services for the first time. Because of the difficult and intimidating intake process, the student decided to leave. The initial paperwork appears to be a barrier in accessing services for students who are extremely vulnerable and in a crisis situation. Another item has been added to the Parking Lot: whether or not we have the necessary resources available to offload situations/calls from UPD.

Reggie was asked when a dispatcher receives a call, what is the decision-making process to determine that UPD will refer caller to a more appropriate department? Response: Dispatchers are trained to receive calls and quickly determine the appropriate response. To do this, the dispatchers engages the caller in a dialogue to obtain the essential information to assess their situation accurately. Enrique

pointed out that in some cases it may require an officer to physically go to the location to make an assessment.

Reggie is currently working with Stephen Chen, Director for CAPS, to review and improve the current response protocols specifically for situation involving mental health services. Partnering with off-campus agencies is being explored, as well as other support resources to help provide additional access for mental health support for the campus community.

- **Campus incidents in public areas:** UPD needs to show up to the scene to make accurate assessment of the situation, and depends on the dispatchers to make this determination. And officers rely dispatcher to provide as much information as possible prior to showing up to the location.
- **University use of private security:** UPD officers contractually have the right of refusal for any kind of security safety work on campus. The campus has an agreement with a contract security company for those situations when campus officers cannot do the work because of the large size of the job. For example, in the beginning the security company had worked for securing the vaccination sites on campus but now our UPD officers replaced them. The contract security company is only used when UPD officers are unable to do the work which is rare.

The security company officers are not armed which is part of the contractual agreement with our campus. Decisions to use the security company officers are not based on saving money, but based on whether or not there are enough UPD officers available to do the job. There are usually only a total of 3 or 4 officers working on campus.

UPD is In the process of updating the mutual aid agreement with SFPD to also be available to help out when there are not enough UPD officers to do a job. For example, there was only 9 UPD officers on campus on November 2019 when we received a bomb threat. That is not enough officers to evacuate the entire campus. UPD needs to rely on SFPD's help in situations like this.

- **Active threat prevention and response: To be covered at next month's meeting**
- **Changes in UPD equipment or procedures: To be covered at next month's meeting**
- **Clery Act compliance:** UPD complies with the Federal mandates of the Clery Act. The way that UPD implements these mandates are determined by the CSU Executive Orders. For your reference, in case you're interested here's link to SF State's most recent Security Report: https://upd.sfsu.edu/sites/default/files/assets/pdf/Annual_Security_Report.pdf and details about implementation of the the Clery Act <https://calstate.policystat.com/policy/6590697/latest/>
- **290 registration: To be covered at next month's meeting**
- **Parking: To be covered at next month's meeting**

“Parking Lot” Items: Ongoing Depository of Ideas, Questions and Concerns:

1. **Install Security Cameras in the UPN properties.** Residents’ packages have been stolen, and one member on the PSAC advised her car was damaged (“totaled”) a few months ago.
 - FYI Per Reggie: “There are a myriad of technology, fiscal, and policy considerations that need to be made for installation of surveillance systems on campus. We can definitely initiate conversations on utilizing and implementation of surveillance systems in the Public Safety Advisory Committee and can include this in our list of foundational questions.”
2. **Provide better lighting in the residential community.**
 - FYI per Reggie: “In past years, UPD collaborated with Facilities, Housing, and Res Life to conduct a Night Safety Walk program around the campus and the residential community. During the safety walk, participants would identify lighting and other safety issues which were documented. The UPD Crime Prevention Coordinator would submit a work order to Facilities with recommendations for repairs and installation of lights, as needed. We look forward to continuing with the safety walk program once COVID related restrictions are lifted.”
3. **Review/Discuss housing agreement amendment XXI Right of Entry**, which indicates:

"The University shall have the right to enter the premises occupied by Licensee for the purposes of emergency, health, safety, maintenance, management of applicable rules and regulations, or for any other lawful purpose. The University shall exercise these rights reasonably and with respect for Licensee's right to be free from unreasonable searches and intrusions into study or privacy. When possible, the University shall give Licensee(s) reasonable notice of its intention to enter the Premises and shall enter only during normal business hours."

 - Is it possible to revise this so that the only time that facilities member can enter an apartment is after proper notification in non-emergent situations?
4. **Work with Student Marketing & University Communications** to broadly publicize ongoing efforts by UPD. Let campus community know about the work being done in PSAC, and the recent efforts already made by UPD as well as the reallocation of resources that have been made to provide holistic services to students.
5. **Best way to communicate PSAC work.** What is the most appropriate way this can be done – who, how, when and where? The monthly Leadership Forum is one venue to consider, where else? Alvin to raise this with VP Hellwig and keep PSAC posted.
6. **Armed Officers** – discuss experiences from a student perspective, and explore if there are other alternatives for officers to carry arms, if possible.

Below items were added at PSAC meeting dated 3/17/2021:

7. **Classroom & Office Altercations:**
 - 1) PSAC to help determine situations that does not require UPD to be the first point of contact. Right now, the front line responders are UPD.

- 2) Awareness Training for both Campus Community & UPD.
 - 3) Communication/Instructions: Place a list of range of resources and emergency/non-emergency Contact Info in a highly visible area in every classroom.
 - 4) Culture Shift. The current culture is to call the police when you do not know who to call when you need help. How to we shift away from this? And do we have the necessary resources available, i.e. mental healthcare providers 24/7.
- 8. Do we have the resources available to route calls/situations away from UPD?**
Take a deeper dive of the coordination of resources and offices in CAPs and in Equity & Inclusions to determine if there are still “bald patches.” Identify what can be improved and what other services/resources are available.
- 9. Invite Stephen Chen and/or other task force members that are working on improving the response protocols for mental health services.**