Public Safety Advisory Committee Notes
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General Overview & Updates – Alvin Alvarez

Today we continue towards wrapping up the Foundational Questions (learning phase) and to begin the transition to the next steps before the fall semester. President Mahoney has requested a report of PSAC's activities and its work so far, and Beth Hellwig has been consulted on the best way to present this report. Alvin will write up a draft and send it to PSAC for review and edits prior to next month's meeting. In addition, Alvin will send a Qualtrics survey for PSAC members to prioritize/rank items listed in the Parking Lot. These items will be the Next Steps for the committee's work in the fall semester. Meetings will continue to take place in the summer, once a month for one hour each, as agreed. You can expect a poll from Cristina. Alvin expressed his thanks to everyone for making themselves available during the summer, and handed it over to Reggie to pick up where he left off from last month's meeting.

• **Assessment & Evaluation – Reggie responded the following remaining questions:**
   o **Are there any results from recent performance evaluations of the department?**
   o **Any studies looking at the department staff's ideas or goals?**
   o **Any surveys of staff, faculty, students?**

Per Reggie, right now UPD is in the planning stages for arranging an outside vendor to conduct an exhaustive review that will include items such as staffing, resources, program services, compliance issues, etc. The results of this review will be used as a baseline. UPD is working towards having this comprehensive review done within the next few months. As Reggie mentioned at last month's meeting, UPD's ultimate goal is to obtain a baseline and to become accredited through AACLEA and IACLEA. Also, Reggie reached out to Guiselle Nunez to help identify the best survey tool to solicit input from the campus community regarding their experiences with UPD and how UPD is perceived by the campus community, etc.

A PSAC member volunteered to help with this survey (CBettinger). A PSAC member asked that prior to sending out the survey to the campus community, the survey to be sent to PSAC for review and edits. In addition to the survey, it was suggested to use other tools such as Focus Groups in order to help accurately identify the campus pulse.

The following question was asked of Reggie -- Are there currently any "holes" UPD is aware of that would prevent accreditation from happening? Can these "holes" be addressed now?

Per Reggie, right now the biggest challenge is the staff capacity (bandwidth). FYI UPD was accredited 2006 up to 2014 and it had to lapse due to the lack of managers. To conduct a successful accreditation process, it takes everyone in the department to have an accreditation mind-set, not just one manager. UPD plans to appoint a manager as well as staff to specifically oversee/focus on accreditation.

Based on today's questions and comments about communication, Alvin would like PSAC to come up with a framework for multiple methods of ongoing communication versus relying on a single survey or one-time access point. PSAC can identify and create multiple access points and begin to institutionalize them. For example, Town Hall meetings or invitations to PSAC meetings, etc. Also, it can be helpful to

identify best practices and successful tools other CSU campuses have used to engage with their respective campus communities. For example, PSAC can review a survey from a sister campus and customize that survey, rather than create one from scratch.

There was a question for Reggie on how feedback is currently solicited from people that receive help/service from UPD. Per Reggie, right now all feedback is mainly passive. He recalled a time when he helped with events at San Jose State, patrol officers handed out cards to people after each response to a call. These cards contained the website to a survey, providing the opportunity for people to share their experiences with the specific patrol officers that responded to their call. Reggie thinks our campus can do something similar and will look into other ways to obtain feedback.

A PSAC member suggested using a QR code for quick on-the-spot access, as well allowing any campus community member to take the survey. QR codes can be posted in UPD building as well as other buildings and offices across campus.

A PSAC member reminded everyone when police officers approach students directly, it can be a triggering situation for those with past traumatic experiences. When PSAC reaches the point of implementation, everyone agreed it will be done in a manner that makes students, and everyone in the campus community, to feel safe not threatened.

- **Community Relations – Reggie continued.**

  o **What is the history of the relationship between SFSU community and UPD? What is the reputation of UPD on campus over the years?**

    Per Reggie, there have been peaks and valleys. In the past, early to mid-2000, there have been incidents that created tension between the UPD and the campus community. There were *reactions* from these tensions, investigations conducted, and administrative reports written. However, there was no follow through and no positive change from these incidents. Since then, negative perceptions continue as layer upon layer of mistrust and hurt stacked up year-after-year. So, it is a tremendous challenge to address.

    Without having to go into unnecessary details, Reggie explained a common thread to these incidents is racial profiling.

    Added to Parking Lot per Alvin: Follow through & Communication – how does UPD demonstrate progress or change and how is this communicated to the campus community? It sounds like this has not happened sufficiently in the past. An active feedback loop along with follow-through is critical. It is important to communicate progress especially as PSAC requests input from the campus community. Whether or not UPD/PSAC are able to implement suggestions provided by members of the campus community, acknowledgment of their feedback and a progress report of what can and cannot be done are important.

    In the Fall, invite Guiselle Nunez, AVP for Strategic Marketing & Communication to discuss the best ways the campus community can be informed and engaged in PSAC's work.

A reminder that after all the Foundational Questions have been addressed, then it will be time to pivot to the items in the Parking Lot, to review and rank as a starting point (a guide) to map out the next steps.

It was recognized there are changes that were made and have not been communicated effectively. Consequently, people are unaware that certain items have already been addressed. For example, noise complaints or facility-related requests are handled by Res Life not UPD. The residents on campus are aware of this change, but communicating this change campus-wide remains a struggle.

A PSAC member commented systemic racism and the pattern that continues to perpetuate racial injustice must be brought out into open discussion in PSAC, versus tip-toeing around it. What is UPD doing to address this problem?

Reggie acknowledged this fundamental problem and it is something that UPD takes to heart. UPD works to engage the campus community in a fair and safe manner, insuring all UPD staff are provided ample training to better serve all members of the community and the public. The 21st Century Policing and its six pillars have been incorporated in all UPD policies, and UPD will continue to make the necessary changes/reforms to serve the public and the campus community well. For details about 21st Century Policing: https://www2.calstate.edu/csu-system/transparency-accountability/csu-policing/Pages/about-21st-century-policing.aspx

To be effective, PSAC cannot afford to forego hard discussions about race, racism, marginalization and targeted communities. **Added to Parking Lot per Alvin**: What is the role of Race and Racism? How does this affect UPD – how it's working, not working? What are the patterns in UPD that continue to contribute to racism? How does this impact UPD and the perceptions of the campus community?

A PSAC member pointed out that any changes UPD/Reggie and PSAC make pertain within the borders of our campus, not beyond. While continued changes on campus take place, law enforcement outside campus (racism off-campus) will continue to have a direct impact on our campus community which is beyond PSAC's and UPD's control.

A PSAC member asked what campus safety will look like in the fall semester. How as a campus community are we insuring each other's safety? She strongly encouraged everyone to read the Academic Senate Resolution against Asian American Pacific Islander (AAPI) Violence. We have colleagues that do not feel safe returning to campus this fall semester because of violent hate crimes. Here's the link to the AAPI Resolution:
Resolution to Condemn Anti-Asian Racism and Violence | Academic Senate (sfsu.edu)

Per Reggie, there will be a visual deployment of both uniform officers and CSS (community specialist staff) patrolling campus. There are more CSS than uniform officers. CSS will have a "softer" appearance, wearing civilian clothing such as a polo shirt and khaki pants. Areas on campus that have a history of repeated criminal activity, i.e. theft, will have more coverage in those areas. Enrique is a Coordinator for the Community Liaison Unit and will work with community partners and student organizations to welcome the campus community back on campus and to provide safety tips, crime prevention information, etc. These presentations will be conducted at Student Orientations and at other meetings for community partners.

A PSAC member shared there is a police car that parks outside of TCS (Towers at Centennial Square). The officers remain inside the parked car and watch students enter and exit City Eats. This creates a triggering situation, making students nervous and anxious – feeling unsafe.

Per Reggie, part of police officers' jobs is to watch and observe as well as engage.
In an effort to be more approachable and to increase engaging the community, UPD is looking into having both police officers and CSS ride bikes with the hope this will increase positive interactions with student and everyone in the campus community.

A PSAC member responded to Reggie that bikes are fine but it would be much more helpful for the police officers on the bikes not to be armed with guns. Other PSAC members suggested partnering police officers with faculty, staff and with students.

Reggie is opened to suggestions as it takes the whole campus community to be involved in making our campus safe. In the past, there was an informal program called *Double Up for Safety* where employees walked together to the parking lot after work, especially during the fall and winter when it gets dark early. Reggie explored the idea to make this program more formal using a schedule for staff and faculty volunteers to partner with UPD and CSS to help escort community members on campus.

Alvin used the last five minutes of the meeting to wrap up. As he mentioned at the beginning of the meeting, he will email a draft of the report to PSAC for review and edits. The purpose of this report is to inform President Mahoney of PSAC's activities so far. Alvin will use Google docs so PSAC members can easily enter their comments and edits. Alvin would like to have this report reviewed and approved by PSAC prior to the end of the next scheduled meeting. In addition, Alvin will also email a Qualtrics survey so that PSAC members can help prioritize/rank items to be addressed in the Fall semester.

Listed below are the remaining Foundation Questions:
- o I'd really like to know how UPD views their relationship with students. I'd like to know how UPD officers believe they impact SFSU students, whether that be positively or negatively.
- o What actions do UPD want to take in response to becoming more accountable, equitable, and just in their practice of keeping our SFSU community safe in response to the demands of the community?
- o How does UPD want to build trust and collaboration with the larger community?
- o What are the current community relations efforts UPD engages in?
- o Are there community relations efforts UPD would like to be engaged in but does not currently?

- **Key Issues**
  - o The Key Issues/Gaps/Opportunities: What are those, including and in light of BLM, but what other issues/concerns do we already know about and need to address? In other words, what are the issues/gaps/opportunities that the advisory group could focus our attention to in light of the current operations/resources to creatively as thought leaders and meeting of the minds? What keeps the Chief up at night and this group might be able to help address?

- As per President Mahoney's instructions, we are not to consider defunding UPD. Why is this off the table and what problems does this present for full campus buy-in to this effort?
- What is the long term vision for the relationship between UPD and the campus? What are the short term goals that will put us on this path?

"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.

Below items were added at PSAC meeting dated 4/21/2021:

10. After PSAC completes the learning phase, at some point we need to move on to discuss/determine how to make PSAC meetings accessible to all students. Example – invite students to PSAC meetings, or schedule additional meetings specifically for representatives from student organizations such as GUPS, BSU & ASU to provide their perspectives (General Union of Palestine Students, Black Student Union & Asian American Students).

11. Think about inviting CFA to a PSAC meeting to hear about the work they are doing around campus safety. Discuss what kind of relationship (if any) can be established between PSAC and CFA.

Below items were added at PSAC meeting dated 5/12/2021:

12. What is the role of Race and Racism? How does this affect UPD – how it's working, not working? What are the patterns that continue to contribute to racism? How does this impact UPD and the perceptions of the campus community?

13. Follow through and Communication: How does UPD demonstrate progress or change, and how is this communicated to the campus community? It will be critical to establish an active feedback loop that includes follow-through and communication. Whether or not UPD or PSAC are able to implement suggestions provided by members of the campus community, acknowledgment of their feedback must take place along with a progress report.

14. Invite Guiselle Nunez, AVP for Strategic Marketing & Communication, to a Fall PSAC meeting to discuss the best ways to communicate to the campus community – to effectively communicate progress, follow-through, surveys, etc.