2007 Annual Report

San Diego State University Police Department
Chief’s Message

The men and women of the San Diego State University Police Department take pride in providing professional law enforcement services that are ethical, caring and inclusive. The implementation of current law enforcement technologies provide opportunities to develop innovative and proactive strategies to improve the quality of life, maintain public safety and solve community issues. As a support function of San Diego State University we realize the ability to achieve our “Commitment to Safety and Service” could not be realized without the community support that we enjoy.

As a progressive law enforcement agency we are ever mindful of our organizational mission and the trust earned through our professional interactions. While working as collaborative partners of the SDSU community, our charge to ensure law-abiding citizens feel safe and take pride and comfort in the quality of life in their community will not be deterred.

In closing, I wish every one a great year filled with challenges, positive achievements and most of all fulfillment.

Sincerely,

John L. Browning
Chief of Police
Our Mission

- Protect the public through proactive law enforcement and to promote a safe and secure environment.
- Address issues that impede or disrupt the orderly operation of the academic process.
- Protect university property by initiating police action — enforcing laws & regulations, and arresting offenders — and educating the public in crime-prevention techniques.
- Mitigate liability and hazards to the university.

Our Values

Service to the Campus Community

We value the opportunity to provide service in a manner, which is fair, courteous, responsive and efficient. An attitude of respect for the protection of the worth, dignity, and the rights of all we serve is the foundation of our department.

Integrity

We value candor, honesty and ethical behavior in the members of our department. We are committed to upholding our positions of trust by maintaining the highest ethical standards as set forth in the law enforcement code of ethics.

Responsibility & Accountability

We value the need to use our resources effectively and to be open in our communication with the campus community. We are responsible for our actions and understand that our behavior earns the support and trust of the public.

Professionalism

We value the spirit of professionalism, and have a clear sense of commitment, perspective and direction. We build professionalism by creating an empowering environment, one that encourages teamwork, innovation and self-evaluation.

Excellence

We strive for personal and professional excellence. We are committed to improving the campus community, earning their trust, respect and support through active partnership, involvement and service.
Operations Division

- Bicycle Team
- Community Policing
- Emergency Preparedness Liaison
- K-9
- Patrol

Administrative Division

- Communications
- Evidence & Property Management
- Investigations
- Special Operations

Auxiliary Services Division

- Access Control & Key Issue
- Community Service Officers
- LiveScan Services
- Parking & Transportation Services
- Special Event Planning
Operations Division
The Operations Division of the Police Department is composed of the most visible segment of the University's public safety effort, the uniformed police officers. The division includes the following details: Patrol, Bicycle Team and Canine Team. The Operations Division promotes the mission of the San Diego State University Police Department by providing service that is committed to Safety and Service. Our efforts to improve the quality of life in the community we serve, is grounded in our belief that strong community ties, strong communication skills, vision and superior training promotes the ultimate objective of having a safe environment. It is our vision to ensure that law-abiding citizens feel safe and take pride and comfort in the quality of life in their community.

**Achievements in 2007:**

Successful implementation of Phase One for the Computer Aided Dispatch and Records Management System, to streamline online officer reports.

Developed organizational competencies through training, mentoring and dedicated tasks:

- Administrative Sergeant Position filled to address professional Standards
- Police Lieutenant Position Filled to address operational leadership issues.
- POST Master Instructor Development Course completed by Lieutenant Secka.
- Police K-9 Program established.
- K-9 Certification Training.
- Fleet Accountability Program initiated.
- Department Annual and Monthly Report published on the website.
- Budget tracking system initiated.

Developed opportunities for internal recruitment by concentrating efforts on Criminal Justice classes, Community Service Officers, Intern programs, Parking Officers and lateral recruitment. Manager and supervisor as assigned to support and direct recruitment and retention processes:

- Continue recruitment of police officers through traditional and non-traditional methods.
- Submit Staffing Plan to Business and Finance to “Right Size” the organization.

Successful coordination of the 2007 Teddy Bear Drive to benefit Rady Children’s Hospital.

Developed Community Advisory Panel.

Conducted on-going training to provide operational units the ability to maximize the use of the new RIMS/CAD system. Usage includes the ability to track crime trends and direct proactive law enforcement activities.

Planned and implemented visits to remote facilities. This included the IVC/Calexico campus for security surveys and fire alarm training, and visits to the Santa Margarita Ecological Reserve (SMER). During one patrol at SMER officers discovered an illegal marijuana growing operation.
SDSU Police participated in a number of special details with the county Alcohol Enforcement Task Force. Seven Operations were held at various locations throughout the county and included DUI saturation patrols, zero tolerance alcohol enforcement, and DUI checkpoints.

Successful investigation of several email threat cases to the university which were achieved with tremendous support from the FBI, San Diego District Attorney’s Office, DEA and our own Lt. McManus discovering the source of one such threat.

Goals and Objectives 2008:

Organizational Development-
Establish a presentation schedule to address crime prevention, community communication, workplace violence and personal safety.

Develop a schedule for all sergeants to attend and complete the Sherman Block Supervisory Leadership Institute.

Develop a schedule for all personnel to attend continual professional development, with an emphasis on train the trainer courses such as:
- Master Instructor Development Program
- President’s Management Development Course
- FBI National Academy
- POST Command College
- Supervisory Leadership Institute
- Field Training Course
- Museum of Tolerance
- Leadership
- Communication

Develop a schedule to review and update the Policy and Procedural manuals.

Streamline budget reporting information for management personnel.

Continued participation in county Alcohol Enforcement Task Force including hosting of one or more details.

Development of monthly in-service, in-house training calendar and curriculum to include remote facilities training (SMER).

Increase Field Training Officer complement from 3 to 6.

Continued recruiting and retention of police officers to meet proposed staffing numbers.
Our Strength ~ Our People
The Administrative Division of the Department consists of both sworn and non-sworn staff, to include Communications, Records, Evidence & Property Management, Special Operations, Training, Professional Standards Investigations, Criminal Investigations, Pre-hiring Recruitment and Background Investigations, Internal Rules and Policies, Facilities Management, and Quartermaster responsibilities.

The vast majority of calls for service of this Department start with the Administrative Division's Communications Center, and all criminal investigations end with our Division. We are also responsible for the internal policies, training and professional development of all Department members.

The Division's goals and objectives most match the Department's primary mission statement; in particular: "To protect persons through... pro-active community policing & problem solving, and to promote a safe and secure environment".

**Achievements in 2007:**

- Successful implementation of a new CAD/RMS system (RIMS) department-wide.
- Successful transition of new Record's Supervisor, trained in the RIMS.
- Successful addition of a second hard-wired Dispatch console, including a new CSU PD/CA OES compatible two-way satellite radio system.
- Development of a subscription based media log mailing list, open to the community at large; a first in the CSU/UC system.
- The first time in five years, we met the authorized complement of trained staff in the Communications, Investigative, and Records offices.
- Development and up-date of Communications operational and training manuals.
- Met and exceeded all POST, CA DOJ (CLETS/LiveScan) and FEMA mandated training requirements for all DPS staff.
- Purged 18 years of archived records and related property, dramatically increasing file and office space for other uses.
- Lt. Gilbert was re-elected as the FEMA Region 9 (CA/NE/AR/HI) University and Colleges representative to the International Association of Emergency Managers.
- CSS Diana Rose was elected to the So. CA revitalization chair representing the CA Association of Property & Evidence Managers, and will co-chair this year's annual conference in San Diego.
- Sgt. Johnson, as the Department's Representative in Special Operations, successfully chaired this year Regional Shop-With-A-Cop community program as well as our Community Advisory Panel.
Goals & Objectives for 2008:

Training –
Meet all the 2008-10 federal, state and campus mandated training requirements of staff, to include retraining of perishable skills, active shooter response, slow driving & vehicle pursuit policies. Assist staff with professional development to include participation in SLI, Command College, FBINA, President’s training.

Purchase of software to track training history and POST reports, automate quartermaster inventory, track background investigations processes and automated staff scheduling.

Communications –
Increase staffing and training to provide 24/7 two persons coverage in dispatch due to the increased responsibilities of E9-1-1 and PNS programs.

Install and begin a campus SDSU/HAM radio station in the Dept's EOC, using campus community volunteers. Using the newly installed satellite radio interoperability system (SKYMARS), and HAM radios, network with other CSU and Office Emergency Services operators, to include monthly testing and roll-calls.

Secure 9-1-1/PSAP funding and equipment and have an E9-1-1 system operational before the 2008 Fall semester begins.

Train and provide CLETS services to new patrol field mobile computers.

Investigations –
Continue recruiting and background investigation efforts to meet our police officer authorized staffing allocations and prepare for a projected increase in staffing allocations.

Streamline a proposed transition of the campus lost and found program to DPS by using a Community Services Specialist with enhanced property management skills. Reduce the number of stored property in our remote evidence storage rooms and implement and a new seized and found cash management program to meet industry and CSU compliance standards.

Increase the frequency of campus presentations on work place violence and personal safety programs. Increase crime prevention awareness and survey hi-risk offices using a Crime Prevention Through Environmental Design process.

Development an Investigations Unit Operational and Training Manuals for newly assigned officers.

Emergency Preparedness –
Educate and promote Faculty and Staff involvement in critical and emergency preparedness programs. Establish a partnership with the City of San Diego's CERT program to establish a campus CERT. Coordinate with Enrollment Services for on-line access to facilities use for emergency responses. Coordinate with TNS to install multiple mediums toward using campus wide-emergency notification systems. Working with TNS, establish an MOU with the County OES to use their reverse 9-1-1 program for our campus notification system (PNS). Training our staff to use the County's program and assist in the development of other PNS within our campus.

Community Outreach Programs –
Establish regular meetings of the new Departments' Community Advisory Board and partner up with Department staff to attend Museum of Tolerance training together this summer.
Auxiliary Services Division

**Mission:** To support and facilitate the academic process, while promoting the safety and security of our campus community, through a constructive and responsive service.

**Accomplishments for 2007:**
- Campus wide implementation of the restructured Defensive Driver Program.
- Implementation of voice recorders for patrol officers.
- Development of Key Issue Policy.
- Up-dated training manual for Parking Officers.
- Developed a process for one on one training for CSO’s and Parking Officers.
- On-line parking appeal process implemented.
- Implementation of new CCTV equipment to allow web base viewing.
- Purchase and implementation of a new Live Scan machine.
- Six student employees from our Community Officer Program became full time staff members as Parking Officer, Dispatcher and Police Officers.

**Goals & Objectives for 2008:**

**Personnel Development –**
- Continued training and support for employees through:
  - Seminars/Training
  - One on one and group meetings
  - Continued evaluation of training methods and up-date of manuals

**Recruitment and Retention –**
- Recruit new Parking Officer position.
- Recruit new position in Parking/Key Issue Services.
- Implement goals & objectives with individual employees for successful job retention.
- Continue to update and incorporate items on our webpage to market our competencies and abilities.

**Customer Service –**
- Employee training on Quality Improvement.
- Paperless key issue requests.
- Create more service orientated web pages.
- Provide cashiering services when staffing levels are met.
- Create business continuity plan.
Auxiliary Services Division

**Technology –**

Implement Key Issue and CCTV Policy for campus.

Provide access to our CCTV cameras.

Implement new subnets for security and continuity.

Implement new mobile data terminals (MDTs) in patrol cars.

Implement mapping and GPS in MDTs.

**Cost Recovery –**

Implement higher fingerprint rolling fees for those from off-campus.

Implements vehicle release fees for towed vehicles.

Implement higher immobilization device removal fee.

Generate departmental charge backs for requests for key and card access reports.

Generate departmental charge backs for lost/broken keys.

Generate departmental charge backs for false alarms caused by employee error.
CALLS FOR SERVICE

2006  |  2007

SELF GENERATED | ASSIGNED CALLS

REPORTS COMPLETED

2006*  |  2007

CRIME | INCIDENT

* Data collection method modified to current format
ARRESTS

MAJOR CRIME STATISTICS
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