



CALIFORNIA STATE UNIVERSITY  
SAN BERNARDINO  
UNIVERSITY POLICE DEPARTMENT  
AND  
PARKING & TRANSPORTATION  
SERVICES

2020  
ANNUAL  
REPORT

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# MESSAGE FROM THE CHIEF OF POLICE



I am pleased to present the California State University, San Bernardino Police Department's Annual Report for 2020. This report provides a detailed summary of the department's major accomplishments and milestones for the past year. We have implemented a variety of programs, technology and training to improved out level of public service to the campus community.

The University Police Department pledges to do all it can to provide quality service and perform its mission with the help and support of the campus community. Public and campus safety requires an expanded partnership between University Police and our surrounding law enforcement partners and the campus community. We understand that trust and cooperation are the fundamental key to that success. The community members are our best allies in fighting crime and keeping the peace

Every day, we work to empower members of the campus community to be a part of our public safety efforts. We strive for excellent communication and interaction with faculty, staff, and students to foster great relationships of trust and cooperation. This goal is a must if our Campus Oriented Problem Solving (COPS) philosophy is to be effective. As you read this report, I hope that it imparts a better understanding of what our role on campus entails and how we continuously aim to serve and protect our Coyote family.

Remember if you see something Say Something.

Nina Jamsen|  
Chief of Police

# PRESIDENT & VICE PRESIDENT ACKNOWLEDGMENTS



The California State University, San Bernardino campus provides a safe and welcoming environment which celebrates and promotes the diversity of all who learn, work, live and visit. I am extremely proud of the dedicated individuals who serve as members of our University Police Department and the exceptional job they do in keeping our campus community and the extended Coyote family safe. The UPD's service is particularly appreciated as we navigate the demands of the COVID-19 pandemic. We must all share in the effort to maintain a collaborative partnership so that, as a community, we ensure a responsive and secure atmosphere conducive to learning and success.

We can only define the future if we do so together.

Tomás D. Morales  
University President



It is with great pleasure that I invite you to read the CSUSB University Police Department's Annual Report. As you explore this report, I invite you to join our University Police Department in their efforts to keep our vibrant campus and our community the safest learning environment it can be. Campus safety is something we can all work together to achieve as we move forward and define our future.

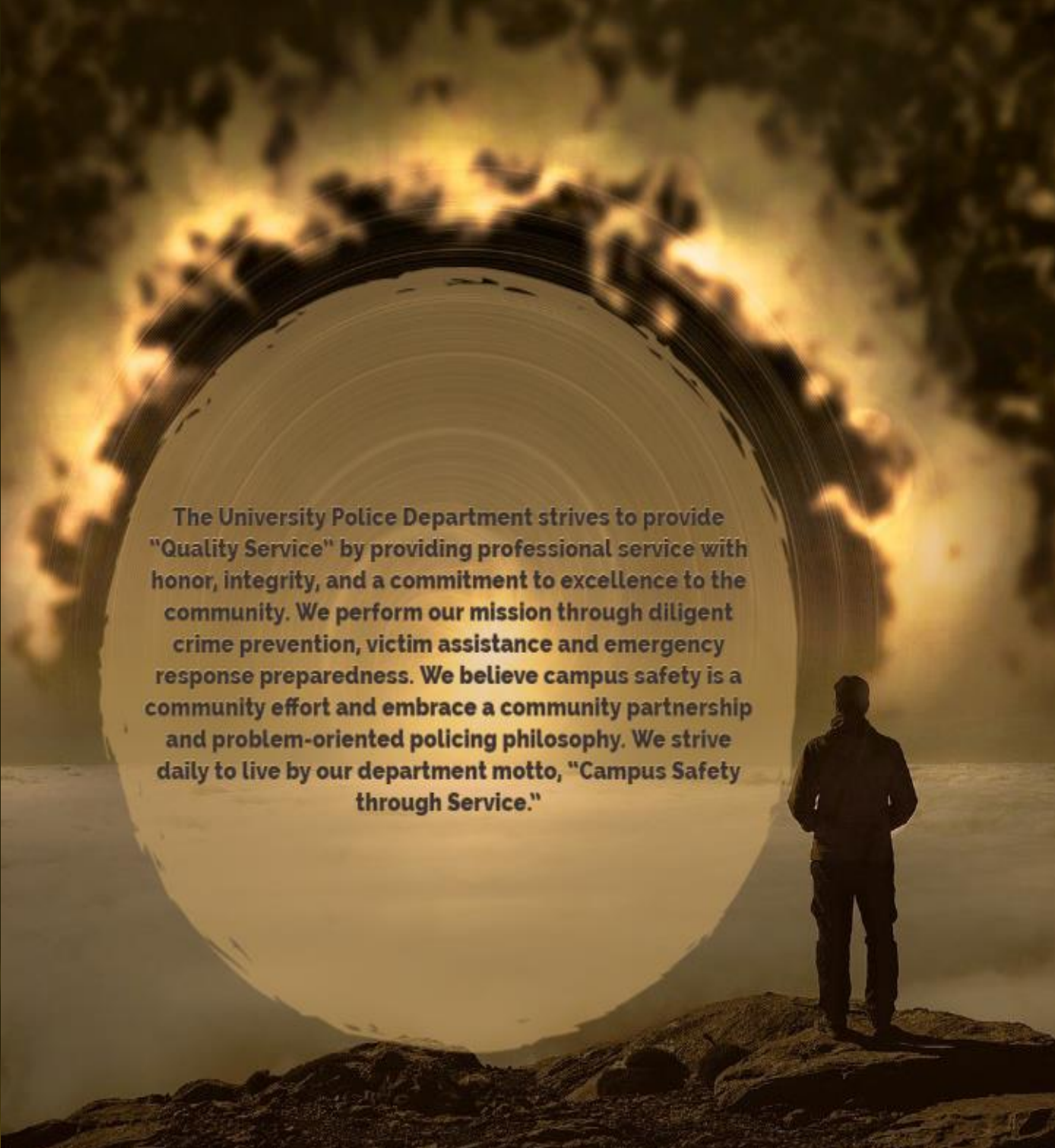
Douglas Freer  
Vice President of Administration & Finance

## ABOUT US



Established Jan. 23, 1974, the California State University, San Bernardino Police Department is a state law enforcement agency which is authorized for 19 sworn police officers and an active support staff for 24-hour protection of the campus community. The Police Department also encompasses Parking and Transportation Services as well as a 9-1-1 Communications Public Safety Answering Point (PSAP) and an Emergency Operations Center. The department is responsible for the three-mile campus with its roughly 60 buildings and more than 23,000 students, faculty and staff. We patrol and tend to the campus community and the immediate surrounding area to increase safety and to help promote a crime-free zone around our campus, assisting local law enforcement when needed. The peace officers of this department have statewide police authority and are vested with law enforcement powers and responsibilities identical to the municipal police or sheriff's departments in our community. The department strives to provide effective and efficient parking and transportation services that maximize value and maintain sustainability while providing prompt and professional services to the campus community.

# MISSION & VALUES STATEMENT



The University Police Department strives to provide "Quality Service" by providing professional service with honor, integrity, and a commitment to excellence to the community. We perform our mission through diligent crime prevention, victim assistance and emergency response preparedness. We believe campus safety is a community effort and embrace a community partnership and problem-oriented policing philosophy. We strive daily to live by our department motto, "Campus Safety through Service."

# CHIEF OF POLICE & DIRECTOR OF PUBLIC SAFETY



CHIEF  
OF  
POLICE

## CHIEF OF POLICE



*Chief of Police Nina Jamsen.*

**Chief of Police Nina Jamsen** took the command of the CSUSB University Police Department and Parking & Transportation Services in August 2015.

Chief Jamsen serves as both Chief of Police for UPD as well as Director of Safety for the campus. She has helped create new policy and made equipment and personnel changes. She's responsible for hiring a new lieutenant, a new parking director and creating a new civilian position in Police Services to oversee all nonsworn personnel and bringing campus Emergency Management under the auspices of University Police. Under her leadership, the department has added more police officers and parking enforcement personnel. Both UPD and Parking Services have been furnished with new vehicle fleets and Communications has secured a new contract for dispatch services.

A Finnish native, Nina Jamsen came to the United States when she was 22. A graduate of the distinguished FBI National Academy in Quantico, Va., she served in San Bernardino Sheriff's Department for 27 years before taking command of UPD. In addition to a bachelor's degree in administrative Criminal Justice from the University of West Virginia, Chief Jamsen earned a teaching credential from CSUSB. She is a graduate of the Supervisory Leadership Institute and earned the P.O.S.T. Executive Certificate, the highest honor that can be earned from the Commission on Peace Officer Standards and Training.

# ADMINISTRATION & COMMAND STAFF

## LIEUTENANT



*Lt. Joseph Fleming.*

After serving more than two decades with the Los Angeles Police Department, **Lt. Joseph Fleming** joined the ranks of the CSUSB University Police Department.

He was sworn in as lieutenant in 2019, replacing Interim Lt. Brandon Ford.

Lt. Fleming served in the United States Marine Corps and the Army Reserve before joining the LAPD. There he worked patrol, gangs, narcotics, the detective unit, special operations division surveillance for internal affairs and multiagency DEA task forces. He was promoted to patrol supervisor and watch commander for the Rampart Division, before becoming a lieutenant.

Lt. Fleming graduated with his bachelor's degree in Public Administration from Cal Baptist University in 2020.

As second-in-command over sworn personnel, Fleming said he wants to build UPD's relationship with the campus through greater connections between the department and the community it serves.

## DIRECTOR OF PARKING & TRANSPORTATION SERVICES



*Grace Munyiri, Director of Parking & Transportation Services.*

**Grace Munyiri** has been serving the CSUSB campus for over a decade.

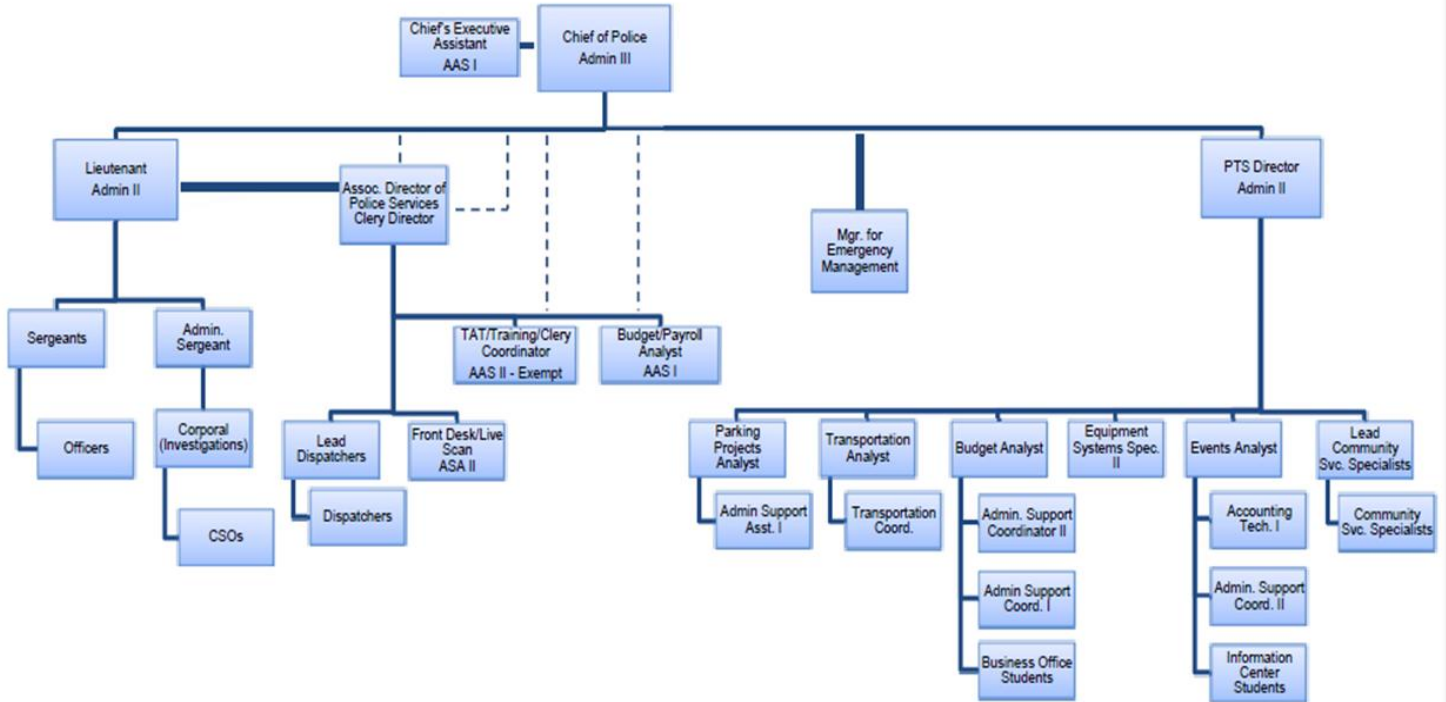
Today, she serves as director of Parking & Transportation Services, where she started off working as a student assistant. She replaced Interim Director Miguel Martin in 2019, having previously served as the department's budget analyst. A CSUSB alumna, Grace earned her master of Business Administration degree in finance in 2010. Grace said she applied to be director because of her desire to see the department advance and her commitment to the campus. Her goal is to steer the department through the adoption of innovative and progressive parking solutions as the department collaborates with various campus partners to meet the changing needs of the university.



# DEPARTMENTAL ORGANIZATIONAL CHART



## University Police Department Organizational Chart



# EMERGENCY OPERATIONS CENTER

In the event of an emergency, the UPD has a solid asset to help guide the campus through: Emergency Operations Manager April Wing.

April, who has been with CSUSB since January 2017, is no stranger to handling emergency incidents. With more than 16 years of experience, April started off as a dispatcher at the San Bernardino County Sheriff's Department before joining the American Red Cross as the disaster program manager for the San Bernardino chapter. During any emergency event, April coordinates the Emergency Operations Center, or EOC, insuring that the campus is prepared to respond to any potentially dangerous situation. Formally established inside the University Police station, the EOC serves as the coordination headquarters during any major incident that occurs on campus or impacts the campus community. Completely outfitted with multiple TV screens, internet access and radio capabilities, the EOC allows April and University Police to coordinate incident response. Since becoming the emergency manager, April has worked with UPD to create a comprehensive emergency plan to allocate these resources which include a cadre of campus emergency response teams, the mobile command center, various trained personnel and floor marshals in every building on campus in case of evacuation. Since 2018, the EOC has already been activated several times in response to rapidly spreading wildfires, dangerous high wind days and Southern California Edison's Public Safety Power Shut-Off incidents.



*INSET: April Wing, Emergency Operations Manager.*



# COMMUNITY SERVICE OFFICER PROGRAM

Serving Our Community

The Community Service Officer program, staffed by student assistants who serve both UPD and Parking & Transportation Services, is a highly polished jewel in the department's crown.

Affectionately known as "CSOs", the Community Service Officers are tasked with a variety of responsibilities from locking down the university buildings every night to providing escorts around campus, processing citations and payments, directing visitors at the information centers and returning found property.

The student assistants are responsible for assisting not only the public, but the police officers and parking staff as well, said Sgt. Devon Herrington, who runs the CSO program for the University Police Department.

For the past few years, all CSOs have been required to attend the annual Community Service Officer Academy, a 10-day course of specialized training and rigorous academic challenges coupled with physical exercise, all of which is designed to challenge and foster cohesiveness between the parking and police Community Service Officers.

But 2020 would prove different from past years. The pool of CSOs, generally a group between 35 to 45 students per year, was severely thinned since the campus was closed for most of the 2020-21 academic year.

This posed a challenge for the CSO Academy. During the traditional academy session, the CSOs are taught how to survive acts of violence and what to do to survive and assist others during an emergency on campus. They are certified in CPR and First Aid and learn how to provide excellent customer service to the staff, students and campus visitors whether they are at the station, in housing, in the library or campus-wide. The participants usually take classes in traffic control, radio communication, conflict resolution, law enforcement ethics and standards and even some self-defense moves. They also complete physical training together every day to teach them about the importance of teamwork, Sgt. Herrington said.

COVID, however, changed the rules for Summer 2020 and the CSOs were unable to partake in the physical endeavors - although the newest CSOs attended an abridged online version of the Academy, attending many of the other workshops. The main purpose of the CSO program is to serve as a stepping stone to a career in law enforcement for the student assistants, Police Chief Nina Jamsen said.

Many of the CSOs have gone on to successfully complete the San Bernardino Sheriff's Academy and enter careers in law enforcement. A number of former CSOs have been hired by the San Bernardino County Sheriff's Department, the Santa Ana Police Department, the Los Angeles Police Department and the San Bernardino Police Department.



# COMMUNITY SERVICE OFFICER PROGRAM

CONGRATULATIONS To All Of Our Graduating CSOs!  
Presenting The Classes of 2019-2020!



PICTURED CLOCKWISE FROM TOP: University Police Department Community Service Officers Javier Chavez, Vanessa Ramirez, Tyler Jenkins, Cassandra Partida, Avaceli Navarrete, Daniel Oliver, Jose Reyes, Alex Chuy, Vanessa Romero, Merriah De Jesus, Xavier Lopez, Victoria Bausback.

PICTURED IN MIDDLE PHOTO, LEFT TO RIGHT: Chief Nina Jansen, Merriah De Jesus, Avaceli Navarrete, Laura Sandoval, Sgt. Devon Herrington, Javier Chavez, Rosa Lopez, Vanessa Romero.

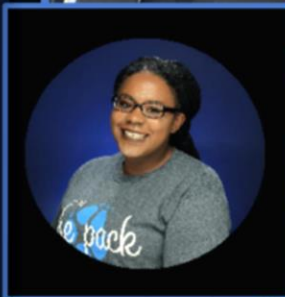
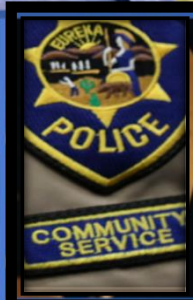


PICTURED ABOVE: CSO Manuel Perez-Zavala accesses the electronic key box.

PICTURED BELOW: CSO Lead Rosa Alvarez and CSO Manuel Perez-Zavala take the CSO cart for errands.



PICTURED ABOVE: CSO Vanessa Romero grabs a radio for her shift.  
PICTURED AT RIGHT: CSO Lead Rosa Alvarez.



PICTURED CLOCKWISE FROM TOP: Parking & Transportation Services Community Service Officers Joseph Vadillo-Hernandez, Alfredo Masallon Velasco, Aaron Bostic, Fernando Robles, Navey Chairaz, Jennifer Alvarez, Delania Smith and Caleb Gill.

# DISPATCH & REGIONAL COMMUNICATIONS CENTER




PICTURED IN MIDDLE INSET (from left to right): UPD Dispatchers Scott Kovach, Lorraine Ruiz, Amanda Braedle, Elaine Barrie, Gina Tipre and Michael Harris.

# DISPATCH & REGIONAL COMMUNICATIONS CENTER

## DISPATCH & REGIONAL COMMUNICATION CENTER

### *The Thin Gold Line*



*Between the thin red, white and blue lines of public safety  
lies the thinnest  
Gold Line.  
The Gold Line represents those who are rarely,  
if ever, seen...  
The Dispatcher.  
The calm voice in the dark of night.  
The golden glue that holds it all together.*

A point of pride for the University Police Department is its Regional Communications Center, which also houses UPD's dispatch operations.

The communications center is a Public Safety Answering Point (PSAP) dispatch center responsible for answering 911 calls and business lines for multiple campuses which we provide dispatch services to through Contract. Each Dispatcher is certified by P.O.S.T, The Commission on Peace Officers Standards & Training, a standard set by the State of California with mandatory training requirements. The Center bears the same responsibilities as some city Police or county Sheriff's department dispatch center.

Under the management of the associate director of police services for UPD and the dispatch supervisors, the Regional Communications Center works with parking and police officers in the field between the San Bernardino and Palm Desert campus communities of CSUSB as well as the San Bernardino Community College District, which includes San Bernardino Valley College and Crafton Hills College.

The Communications Center is staffed 24 hours a day, seven days a week, by dispatchers who perform many duties, dispatch serves as the heart of police operations.

# K-9 UNIT



One of UPD's most popular patrol officers is short, dark and handsome with big brown eyes that melt your heart. He is not your typical officer. In fact, he is the four-legged kind - a friendly black Lab dubbed K-9 Vader, after the famous Star Wars villain.

Vader joined the ranks in early 2019, newly P.O.S.T. certified and ready for duty. The 4-year-old police dog rides with his partner, K-9 Officer Manuel Aguirre, patrolling the three-mile-wide campus. But aside from his sweet demeanor, Vader is highly skilled and also trained in explosives detection, making him a vital part of the UPD team. He and Aguirre also train regularly with other police K-9 units and lend their expertise to other agencies when it is needed.

K-9 Vader is also an excellent community ambassador. Prior to the COVID-19 lockdown, Aguirre organized a well-attended demonstration in early 2020 for the campus to show how well-trained Vader is. The impressed audience watched as the K-9 detected hidden objects and obeyed several commands. After the demonstration, he was met with pets and praise by the campus community.

Aguirre regularly documents his journey with his furry partner on K-9 Vader's Instagram page, which has more than 1,200 followers.

*To follow K-9 Vader's journey with UPD, follow him on his Instagram page: @k9.vader*

# PATROL & INVESTIGATIONS UNIT

The CSUSB University Police Department is a vested state police agency with 18 sworn officers who actively patrol and provide 24-hour protection to the campus community of roughly 23,000 faculty, students and staff. The University Police strive to serve and protect the campus while working to build trust and working partnerships with the campus community.

Before the campus closed for face-to-face operations and learning in March 2020 due to the COVID-19 pandemic, UPD had already made several strides forward from holding its first K9 Demonstration on campus to fully deploying its first drone program. University Police also introduced the first Coyote Beware self-defense class, in addition to its existing community workshops including the “How to Survive an Act of Violence” and Pepper Spray training. UPD officers had hosted their usual “Pizza with the Police” outreach social event similar to “Coffee With a Cop” and implemented campus safety procedures at the Palm Desert Campus in addition to several 911 upgrades.

University Police generally investigates hundreds of cases annually. As an additional safety measure, the department launched its drone program this year. The drone can be used in search and rescue missions, event safety, crowd management, and crime scene investigations.

Once the threat of COVID-19 has passed and the campus re-opens, it will once more host large events like concerts, graduations and games. The drone, which can cover more area in the air than officers on the ground, can help with monitoring crowd control and safety at these events.

Despite the COVID-19 lockdown and campus closures, the department has not ceased its patrols or its round-the-clock protection of the campus. Although the campus being closed to students and open only to a reduced number of staff on campus did present some challenges for the department, University Police maintained its patrol and safety standards. The department has found ways to rise to the challenge the pandemic has presented. Even the Community Service Officers, UPD’s student assistants, felt the impact of COVID-19 and were unable to attend their annual CSO Academy. Thus, the first virtual CSO Academy was established.

All of us at UPD are waiting to welcome you all back to campus as soon as possible. Like the rest of the CSUSB campus community, we remain committed to service and safety. We are still here and we are holding down the fort, and we remain Coyote Strong.





# PARKING & TRANSPORTATION SERVICES



**OUR VISION IS TO PROVIDE EFFECTIVE AND EFFICIENT PARKING & TRANSPORTATION SERVICES THAT MAXIMIZE VALUE, MEET OUR CUSTOMER'S EXPECTATIONS AND MAINTAIN SUSTAINABILITY.**

Parking and Transportation Services, also known as PATS, is part of the University Police Department. PATS has incorporated several operational changes in 2020. The rollout of the ChatBot for the PATS website, ensures 24-7 customer support to online visitors thereby reducing high-volume calls. As the campus transitioned into this COVID-19 environment PATS digitized several of its administrative forms to ensure continuity of services in this virtual mode. The department rolled out the new and improved "Parking Permit Guest Request Form" to facilitate faster processing of guest permit requests. Safety measures put in place include the solar blinking stop signs as well as the "No Parking" areas installed in front of the fire cabinets located in the two parking structures. Lighting and security assessments of several lots was also completed and in conjunction with the Police Department the "ghost car" initiative was launched at the Palm Desert Campus to help discourage speeding and other moving violations.

"These initiatives are aimed at increasing operational efficiency and campus safety as the department continues to manage the changing needs of the campus community," stated Grace Munyiri, Director of Parking and Transportation

As a self-funded department, PATS manages all parking and alternative transportation related programs on both campuses. This includes the construction and annual maintenance of parking infrastructure; providing traffic control during events and evacuations. Community Services Specialist staff provide courtesy services such as escorting emergency vehicles on campus calls, vehicle unlocks and battery jumps while the Community Service Officers working at the Information Centers provide directional information and permits to guests visiting the campus.

The department provides incentives to employees and students to use alternative modes of transportation such as biking, riding public transit, carpooling, vanpooling or walking to campus. The OmniTrans Go-Smart program is a popular service that allows students and employees to ride the OmniTrans buses for free. At the Coachella Valley the Haul Pass Program allows for students and employees to ride the Sunline Buses for free. "We are looking forward to the launch of Sunline's Route 10 Commuter Link service which will connect the San Bernardino and Palm Desert Campus", said Grace Munyiri. This bus service will provide stops along the I-10 with multiple runs between the Coachella Valley and San Bernardino.

Overall, these alternative modes of transportation contribute to sustainability as they reduce the campus carbon emissions.

# PINK PATCH WARRIORS: SUPPORTING OUR COMMUNITY



BOTH SWORN AND NONSWORN PERSONNEL DISPLAY THEIR PINK PATCHES THROUGHOUT OCTOBER IN SUPPORT OF THOSE FIGHTING BREAST CANCER

THE UNIVERSITY POLICE DEPARTMENT AND PARKING & TRANSPORTATION SERVICES SUPPORT BREAST CANCER AWARENESS MONTH

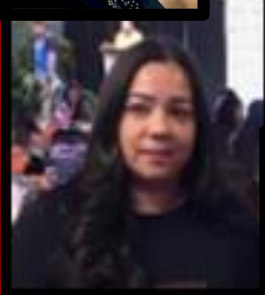


# NONSWORN SUPPORT STAFF



## NONSWORN SUPPORT PERSONNEL

The Nonsworn Support Staff includes administrative clerical staff for University Police and Parking & Transportation Services. Whether they are compiling stats, working payroll, writing reports or processing citations, answering phones or the dispatch lines, working the front desk, assisting administration, or helping visitors at the parking information centers, our nonsworn support personnel make up the backbone and the heart of UPD and PATS.



***PICTURED FROM TOP CLOCKWISE:***  
*Natasha Fowler, Gina Tipre, Renee McGhee, Arthur Fowlkes-Ortiz, Admin. staff, Amanda Braendle, Wendy Konieczko, Michelle Ethridge, Michael Harris, Sal Kennedy-Ross, Debbie Gonzalez, Kim Downey, Kevin Curtis, Abigail Largaespada, Kathleen Marron, Elizabeth Mendoza, Stephanie Duran, Shontel Zamora and Patti Jo Weitzel-Foye.*

# THREAT ASSESSMENT TEAM

## THREAT ASSESSMENT TEAM

The mission of CSUSB's multidisciplinary Threat Assessment Team is to determine if an individual poses, or may reasonably pose, a threat of violence to themselves, others, or the CSUSB community; and to intervene to avert the threat and maintain the safety of the situation. The team responds to potentially threatening behaviors exhibited by students, employees, visitors and non-affiliated persons prior to a critical incident in an attempt to prevent violence. This way the CSUSB campus remains a safe and secure working and learning environment.

### Threat Assessment Team at CSUSB

Early Intervention is Essential: Preventing violence and supporting the safety of the campus community are responsibilities of all members of CSUSB community. Campus safety is enhanced through identification of indicators of potential concern and timely sharing of the information with the Threat Assessment Team.

#### Indicators of potential concern:

There are many behaviors and circumstances that may indicate an increasing risk for violence, significant disruption to others, or that the person is in need of assistance.

Violence, especially targeted toward a specific victim, most commonly stems from the interaction of 4 factors:

**S** the **subject** who may take a violent action against:

- Resistance to change or reasonable limits
- Extreme or sudden changes in behavior
- Difficulty learning from past experiences
- Alienates others or isolates self

**T** the **target** may exhibit vulnerabilities such as:

- Unclear or inconsistent expectations
- Denial in the face of clear threat posed
- Passive orientation to safety

**E** an **environment** that facilitates, permits, or does not discourage violence, such as:

- Chronic or unsolved conflict
- High perceived levels of stress
- Any precipitating events that may trigger reactions, such as:
  - Losses (job/status/relationship)
  - Perceived rejection or injustice
  - ostracized by others

Above are examples of behaviors and circumstances that may serve as indicators of developing concerns.

Identify person(s) of concern and call UPD at (909) 537-7777

Team Members Gather Information about the Situation

Are there reasons for concern?

YES

Discuss and Assess the Situation

Implement Case Management Plan

Refer and Follow-up

NO → Close Case

#### 5 Key Principles of Violence Prevention

- 1. Prevention is Possible**  
Threat Assessment is about identifying people who may need assistance and intervening effectively, thereby preventing greater safety concerns.
  - 2. Threat Assessment is about Behavior, not Profiles**  
How a person acts is more important than how he/she looks or dresses.
  - 3. Early Intervention and Identification Helps Everyone**  
When behaviors are identified before they become serious, many non-punitive options can be offered to assist the person.
  - 4. Keep Victims in Mind**  
The team works to help victims manage the situation.
  - 5. Safety is a Primary Focus**  
The focus of a case is on what can be done for the situation, not the subject.
- Team Members come from the following areas:**
- University Police Department
  - Human Resources
  - Title IX
  - Student Affairs/CARE
  - Risk Management
  - Legal Counsel
  - FBI Liaison

Another step CSUSB has taken to increase campus safety is the use of the LiveSafe app.

The LiveSafe app, which launched campus-wide in 2018, is a leading mobile safety communications platform. The free app provides students, faculty and staff with a direct electronic communication with University Police when needed. LiveSafe allows users to send texts, photos, videos and precise location information to report incidents like suspicious activity and possible safety threats in real time.

LiveSafe was founded by Kristina Anderson, a survivor of the Virginia Tech shooting. It was created to help universities prevent and address a myriad of incidents on campus including physical safety, sexual assault, theft and mental health issues such as the prevention of student suicides.

**LiveSafe**  
Safety. In everyone's hands.

**Get LiveSafe**  
Download "LiveSafe" from the App Store or Google Play. Register and fill out your profile. Select "CSU San Bernardino". You're set!

**Share info with safety and security**  
When you see something suspicious, share that intel with your organization's safety and security team.

**Report Suspicious Activity**

**CSUSB Coyote Resources**

**Know what to do in an emergency and other info**  
Access important information from your organization. Use just-in-time training. Use the Safety Map to find organization buildings, safety places, and other information.

**Surface-extendable security and risk intel**  
Something's happened? With just a few taps, quickly and easily submit a report.

**Report Incident**

**Emergency Options**

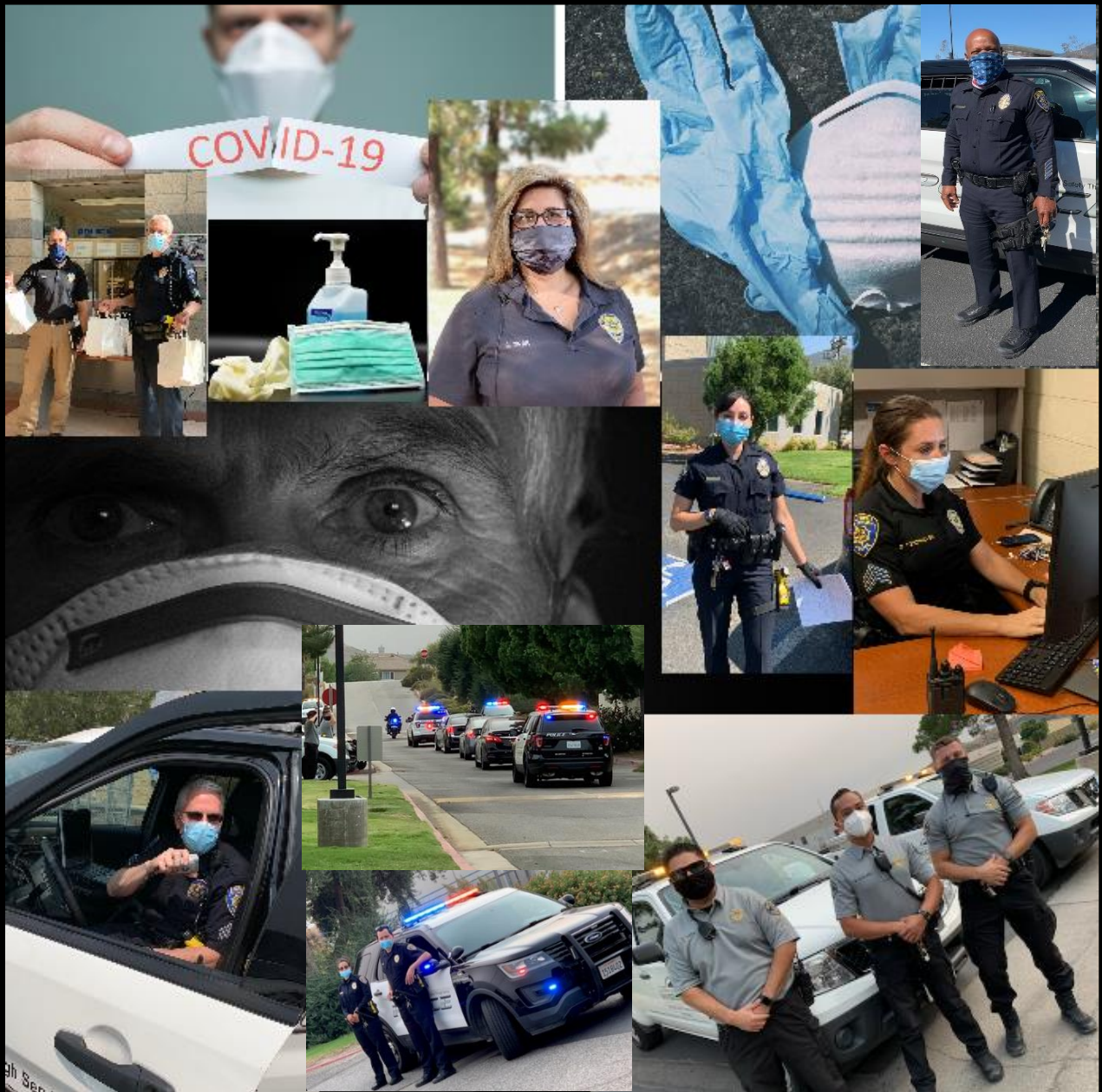
**Request help**  
Communicate with local emergency services and your organization's safety officials - no matter where you are in the world.

**Tab navigation: Home**  
Keeps organization-related functionality in one place within the app.

**Tab navigation: SafeWalk and Notifications**  
Virtually walk contacts to their intended destination and know when they have arrived. Access broadcast messages.

# POLICING IN A PANDEMIC: A HISTORIC YEAR UNLIKE ANY OTHER

## CSUSB FIRST RESPONDERS NAVIGATING 2020.



# POLICING IN A PANDEMIC: A HISTORIC YEAR UNLIKE ANY OTHER

## CSUSB FIRST RESPONDERS NAVIGATING 2020.

### WORLDWIDE PANDEMIC CORONAVIRUS COVID-19 CAUSES STATEWIDE PAUSE OF CSU SYSTEM

**CSUSB TO HOLD ALL CLASSES ONLINE UNTIL FALL 2021  
SEMESTER: ALL NONESSENTIAL WORKERS TO WORK FROM HOME**

In an unprecedented move, the novel coronavirus pandemic known as COVID-19 caused a statewide shutdown in mid-March 2020, which mirrored nationwide shutdowns in order to enact social distancing to flatten the curve against the virus. Following the state directive, California State University, San Bernardino will continue to hold all classes online until the Fall 2021 semester and all nonessential personnel have been directed to work from home. The 2020 Spring and Winter graduation ceremonies were also postponed.

University Police and Parking & Transportation Services, however, has maintained their commitment to providing

service to the campus, which is still open but only for limited services.

Both UPD and PATS personnel are on duty during the COVID-19 pandemic and both parking and police are still hard at work, patrolling the campus daily. Although some services like Live Scan have been halted, the UPD station remains open 24 hours a day, 7 days a week, and police personnel are still responding to calls for service. Parking too, is also still providing vehicle unlocks and battery jumps. All parking and police personnel are wearing masks and observing social distancing orders while working on campus.



*PICTURED: Both UPD and PATS personnel are on duty during the COVID-19 pandemic.*

# 2020 EMPLOYEES & OFFICER OF THE YEAR

## 2020 EMPLOYEES & OFFICER OF THE YEAR

*The Sworn Officer  
of the Year is:*

*Sgt. Lance Higgins.*

*The Non-Sworn  
Professional Staff  
Members of the  
Year are:*

*Kimberly Downey  
for UPD*

*&*

*Edgar Gama for  
PTS.*

*The CSO of the  
Year for UPD*

*is:*

*Saira Cabrera  
Gonzalez.*

*The CSO of the  
Year for PTS is:*

*Mikaela Grove.*



# 2020 EMPLOYEES & OFFICER OF THE YEAR

## 2020 EMPLOYEES & OFFICER OF THE YEAR



**SGT. LANCE HIGGINS**  
**2020 OFFICER OF THE YEAR**

Sgt. Lance Higgins, who joined UPD in August 2018, is a veteran peace officer with more than three decades of law enforcement experience, originally serving with the San Bernardino County Sheriff's Department. He has worked various assignments including patrol, Narcotics and SWAT divisions and Crimes Against Children.



**EDGAR GAMA**  
**NON-SWORN 2020 PROFESSIONAL STAFF**  
**MEMBER OF THE YEAR (PATS)**

Community Service Specialist Lead Edgar Gama, who joined UPD in August 2008, is a veteran parking and police employee, having spent more than a decade with UPD and Parking & Transportation Services. Edgar, who started in Police Records as a student, has since graduated from CSUSB and moved up the ranks to CSS Lead. This is his second time being chosen as Employee of the Year.



**KIMBERLY DOWNEY**  
**2020 NON-SWORN PROFESSIONAL STAFF**  
**MEMBER OF THE YEAR (UPD)**



Kimberly Downey joined UPD in April 2016 where she serves as the Threat Assessment Team Coordinator and the Training Coordinator for UPD. She is also the Clery Coordinator for CSUSB. She previously served with the Moreno Valley Police Department, and the Marion County Circuit Court in Oregon as well as the Oregon State Police. This is her second time being honored as Employee of the Year.

**SAIRA CABRERA GONZALEZ**  
**2020 COMMUNITY SERVICE OFFICER OF THE**  
**YEAR (UPD)**

Saira Cabrera Gonzalez, is currently a sophomore at CSUSB. The liberal studies major joined the CSO program in 2020. She is no stranger to law enforcement, having served as an Explorer with the Corona Police Department and helping with the ABC's Minor Decoy program. She hopes to become a dispatcher and is applying to the Riverside County Dispatch Academy to become P.O.S.T.-certified before she graduates.

**MIKAELA GROVE**  
**2020 COMMUNITY SERVICE OFFICER OF THE**  
**YEAR (PATS)**

Mikaela Grove is, literally, a champion. The former Parking GSO is part of the CSUSB Women's Volleyball team which walked away with the 2019 NCAA Division II National Championship. An exceptional athlete, the Sociology major was part of the history-making win, which was the first national championship to ever be won by a CSUSB team.



## 2020 AWARDS & PROMOTIONS & NEW HIRES

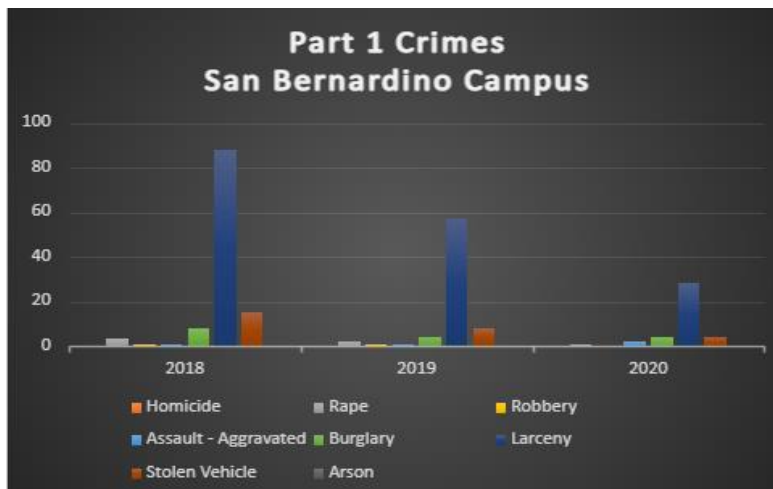
- **Sgt. Lance Higgins was named 2020 Officer of the Year by UPD**
- **Shontel Zamora earned the Winter S.T.A.R. Award**
- **Grace Munyiri received the A&F Leadership Award in Spring 2020**
- **Kimberly Downey received the A&F Star of the Year Award for 2019-2020**
- **Lieutenant Joseph Fleming and Scott Kovach were recipients of the A&F Team Award for the Electronic Lock Project**
  - **Promoted Lance Higgins to Sergeant**
  - **Promoted Marc Beitler to Corporal/ Detective**
  - **Welcomed Marc Beitler and Officer Eydylene Garcia**
    - **Welcomed Victor Rodriguez-CSS**
    - **Welcomed Trisha Toyotome- CSS**
  - **Welcomed and promoted Kimberly Madrigal-ASC-I**
    - **Promoted Natasha Fowler-ASC-I**
  - **Reclassified Stephanie Duran from Accounting Technician I to ASC-I**
  - **Temporary CSS-II Lead appointment- Dan Price**

# PART 1 & PART II CRIMES ON SB CAMPUS FOR 2018-20

## Part I Crimes for 2018-20 for the CSUSB Campus

Source: UCR

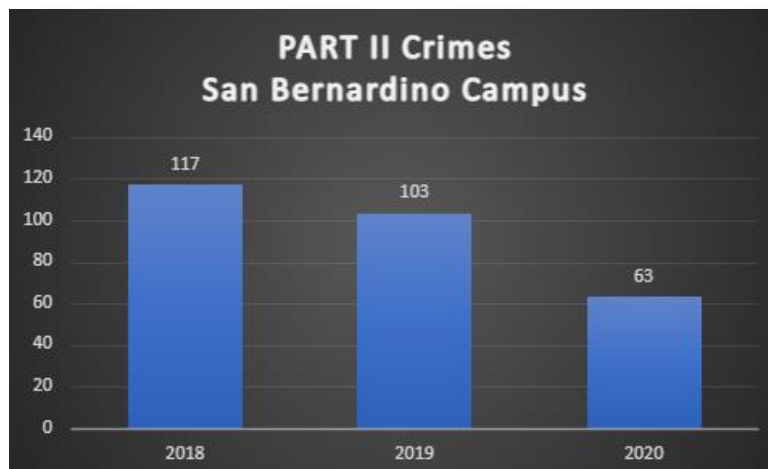
PART I Crimes	2018	2019	2020
Homicide	0	0	0
Rape	3	2	1
Robbery	1	1	0
Assault - Aggravated	1	1	2
Burglary	8	4	4
Larceny	88	57	28
Stolen Vehicle	15	8	4
Arson	0	0	0
<b>Total</b>	<b>116</b>	<b>73</b>	<b>39</b>



## Part II Crimes for 2018-20 for the CSUSB Campus

Source: UCR

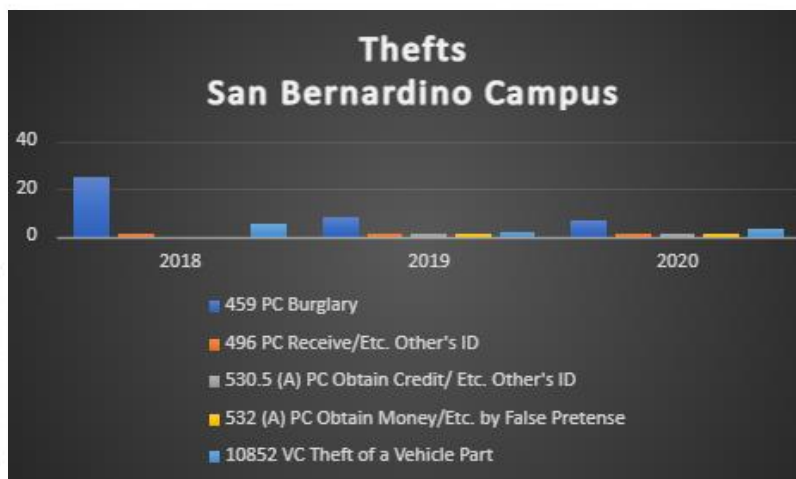
PART II Crimes	2018	2019	2020
	117	103	63



## Thefts for 2018-20 for the CSUSB Campus

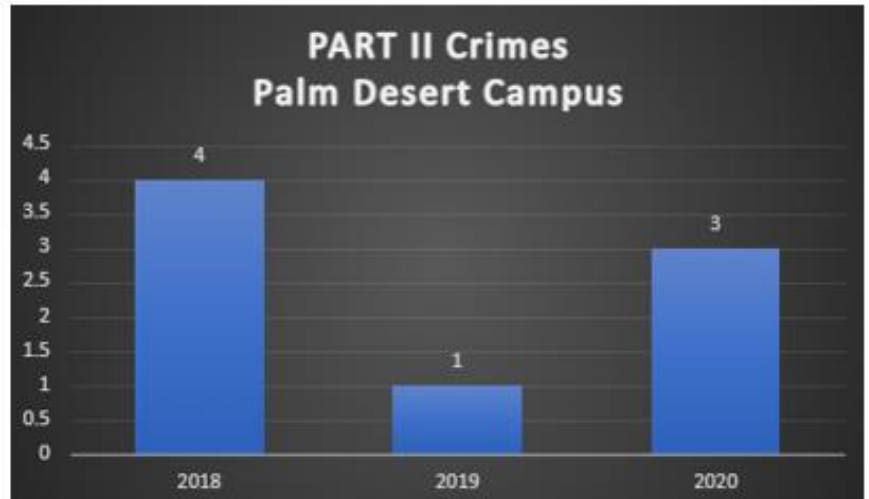
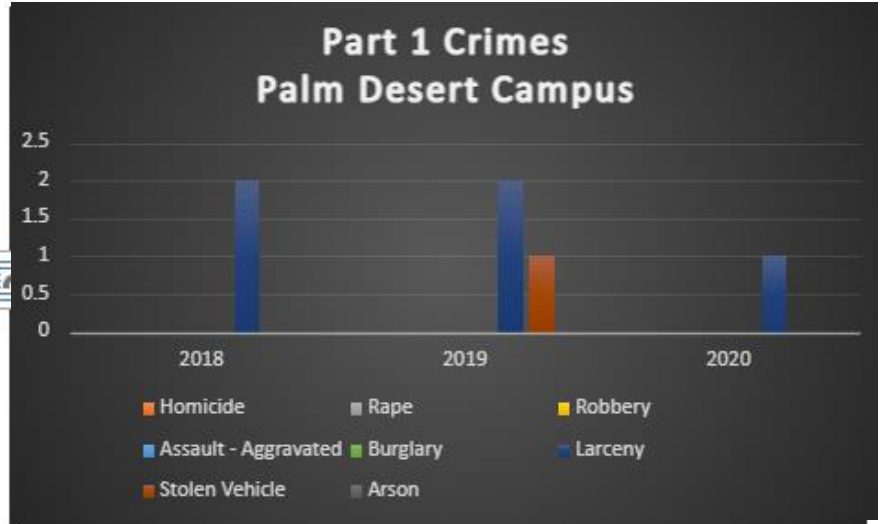
Source: UCR

	2018	2019	2020
459 PC Burglary	25	8	7
496 PC Receive/Etc. Other's ID	1	1	1
530.5 (A) PC Obtain Credit/ Etc. Other's ID	0	1	1
532 (A) PC Obtain Money/Etc. by False Pretense	0	1	1
10852 VC Theft of a Vehicle Part	5	2	3



# PART 1 & PART 2 CRIMES ON PDC CAMPUS FOR 2018-20

Palm Desert Campus*	2018	2019	2020
<b>PART I Crimes</b>			
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Assault - Aggravated	0	0	0
Burglary	0	0	0
Larceny	2	2	1
Stolen Vehicle	0	1	0
Arson	0	0	0
<b>Total</b>	<b>2</b>	<b>3</b>	<b>1</b>
<b>PART II Crimes</b>	<b>4</b>	<b>1</b>	<b>3</b>
*Incl. RSO Stats			



# ACKNOWLEDGEMENTS



*“Campus Safety Through Service”*

*Special thanks to author Sal Kennedy-Ross, ITS, the University Police Department Parking & Transportation Services and to California State University, San Bernardino.*

# CONTACT INFORMATION

## CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO POLICE DEPARTMENT AND PARKING & TRANSPORTATION SERVICES

**Phone:** (909) 537-5165

**Location:** University Police Department  
5500 University Parkway  
San Bernardino, CA 92407



**Police Dispatch**

*(TDD available)*  
(909) 537-5165

**Campus Emergency Hotline**

(909) 537-5999

**University Police**

*(Non-emergency)*  
(909) 537-7777

**Parking and Transportation**

(909) 537-5912

**Campus Escort Service**

(909) 537-5165

**Lost and Found**

(909) 537-3782

**Crime Prevention/Crime Hotline**

(909) 537-7786

*For more information on the CSUSB University Police Department and Parking & Transportation Services:*

**Twitter Page:** <https://twitter.com/csusbpd?lang=en>

**Webpage:** <https://www.csusb.edu/police>