Rev. October 2022

SAN DIEGO STATE UNIVERSITY POLICE DEPARTMENT

UPD COMMUNICATION PROTOCOL

The San Diego State University Police Department's Communication Protocol document outlines UPD's notification processes in the event of an emergency or other critical incident.

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UPD Internal Notification Process:

I. Emergency Notifications:

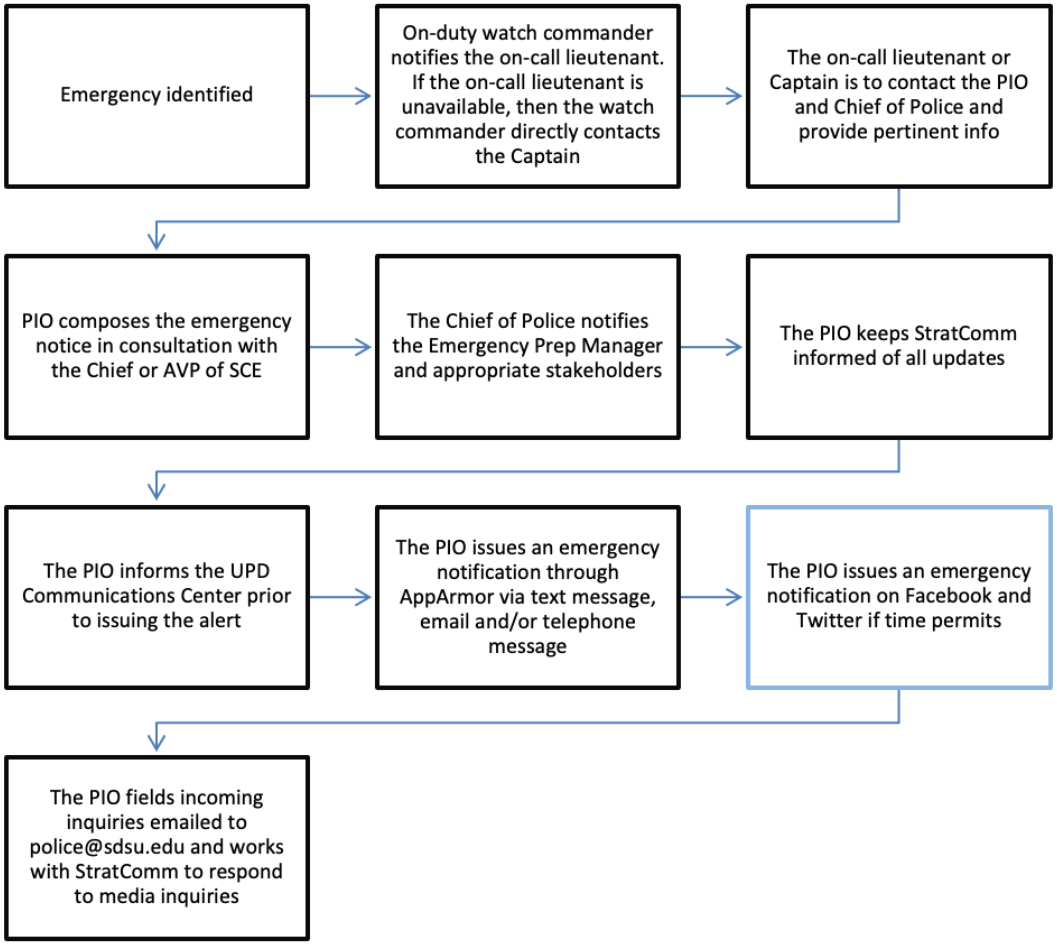
Emergency notifications are generated for events that require immediate attention and are distributed to SDSU students, faculty, and staff via AppArmor/SDSU Alert from UPD and/or Strategic Communications and Public Affairs (StratComm). Events such as natural disasters, power outages, and/or active shooter incidents would prompt this type of notification.

Typical Platform: SMS text message, email, or voice call

Emergency Notification Protocol:

1. Once an emergency is identified, the on-duty watch commander should notify the on-call lieutenant.
    a. If the on-call lieutenant is unavailable, then the watch commander is to directly contact the Assistant Chief .
2. The on-call lieutenant or Assistant Chief is to contact the public information officer (PIO) and the Chief of Police and provide pertinent information regarding the incident.
3. The PIO composes a notification in consultation with the Chief of Police or the AVP of Public Safety and Community Empowerment (SCE).

4. The Chief of Police notifies the Emergency Preparedness Manager and appropriate stakeholders.
5. The PIO keeps StratComm informed of all updates.
6. The PIO informs the UPD Communications Center prior to issuing the alert.
7. The PIO issues an emergency notification through AppArmor via text message, email and/or telephone message.
8. The PIO issues an emergency notification on Facebook and Twitter if time permits.
9. The PIO fields incoming inquiries emailed to police@sdsu.edu and works with StratComm to respond to media inquiries.



Blue border = If necessary or if time permits.

II. Timely Warning Crime Bulletins:

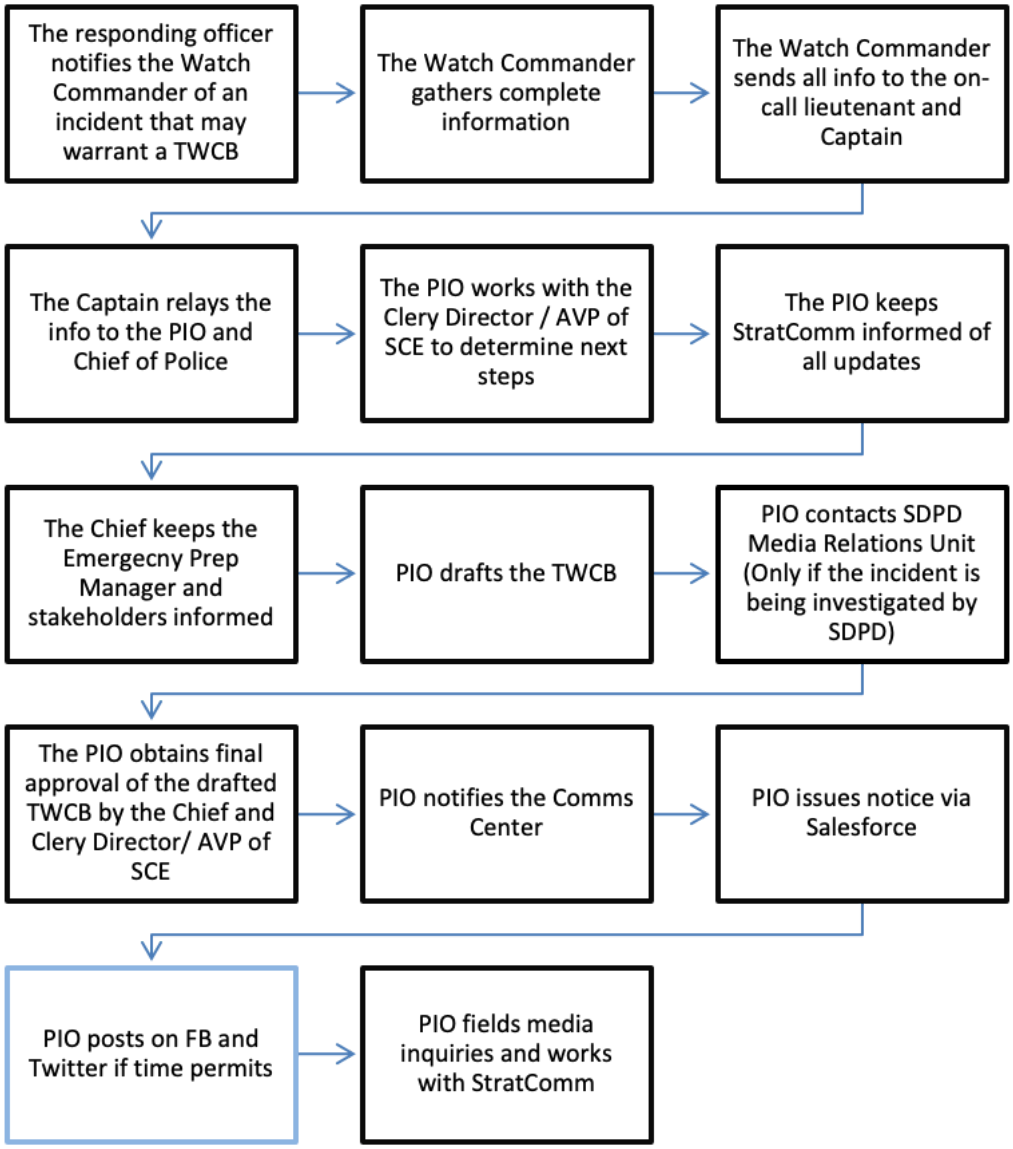
Timely Warning Crime Bulletins (TWCB) are required by the Jeanne Clery Act, a federal law that provides transparency regarding campus crimes, policies, and statistics.

Timely Warning Crime Bulletins are issued once a Clery-identified crime occurs within Clery geography, and there is an ongoing threat to the SDSU community. Such notifications are disseminated to all SDSU students, faculty, and staff via Salesforce from UPD. Clery geography is defined as university-owned and controlled property on campus.

Typical Platform: Email

After-Hours TWCB Protocol:

1. If an incident warrants a timely warning crime bulletin, the responding officer is to immediately contact the watch commander.
2. The watch commander is to gather complete information:
    - CCTV checked
    - Student involvement
    - Timeframe
    - Narrative
    - Photos of suspect if possible
    - Confirm exact location (alley vs. parking lot)
    - Series-related, ongoing threat?
    - Hate incident/crime or bias
    - Crime classification
3. The watch commander should send all information to the on-call lieutenant and the Assistant Chief .
4. The on-call lieutenant and Assistant Chief should review all information and inquire about any missing details.
5. The Assistant Chief is to contact the Chief of Police and PIO and provide all information.
6. The PIO works in consultation with the Clery Director / AVP of SCE to determine whether a TWCB should be issued.
7. The PIO notifies StratComm.
8. The Chief of Police notifies the Emergency Preparedness Manager and appropriate stakeholders.
9. The PIO drafts the TWCB.
10. If the incident occurred within City jurisdiction or was handled by SDPD officers, the PIO is to notify the SDPD.
    a. The PIO should notify the SDPD media relations unit prior to issuing the alert.
11. The PIO provides the drafted message to the Chief of Police and Clery Director / AVP of SCE for final approval.
12. The PIO notifies the UPD Communications Center before issuing the notice.
13. The PIO issues a notification through Salesforce.
14. The PIO posts the notification on Facebook and Twitter if time permits.
15. The PIO fields incoming inquiries emailed to police@sdsu.edu and works with StratComm to respond to media inquiries.

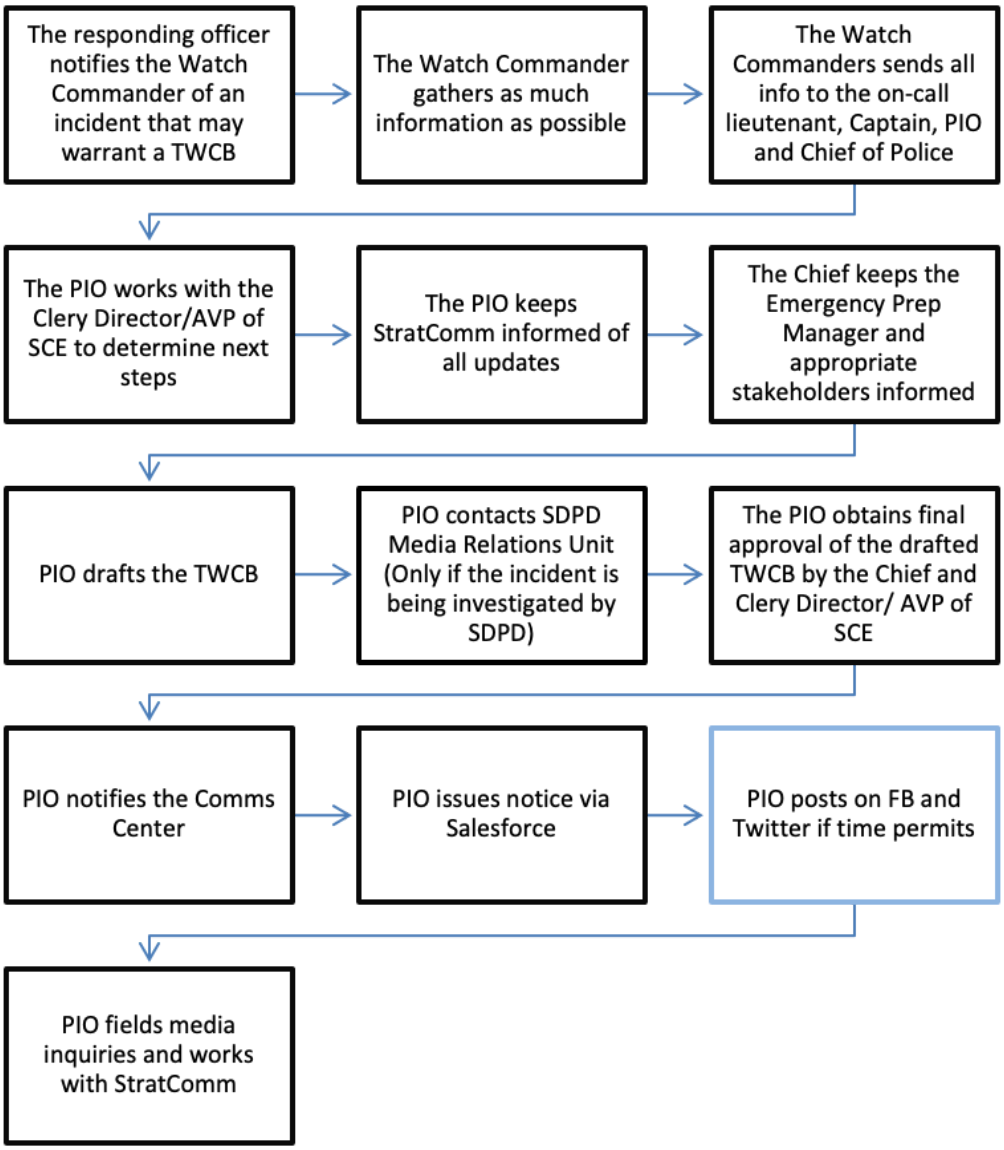


Blue border = If necessary or if time permits.

Business Hours TWCB Protocol:

1. If an incident warrants a timely warning crime bulletin, the responding officer should immediately contact the watch commander.
2. The watch commander is to gather all information related to the incident.
3. The watch commander should notify the on-call lieutenant, Assistant Chief , Chief of Police and PIO to provide all pertinent details relating to the incident.
4. The PIO works in consultation with the Clery Director / AVP of SCE to determine whether a TWCB should be issued.
5. The PIO notifies StratComm.
6. The Chief of Police notifies the Emergency Preparedness Manager and appropriate stakeholders.
7. The PIO drafts the TWCB.

8. If the incident occurred within City jurisdiction or was handled by SDPD officers, the PIO is to contact SDPD and gather additional information.
    a. The PIO should notify the SDPD media relations unit prior to issuing the alert.
9. The PIO provides the drafted message to the Chief of Police and Clery Director / AVP of SCE for final approval.
10. The PIO notifies the UPD Communications Center before issuing the notice.
11. The PIO issues a notification through Salesforce.
12. The PIO posts the notification on Facebook and Twitter if time permits.
13. The PIO fields incoming inquiries emailed to police@sdsu.edu and works with StratComm to respond to media inquiries.



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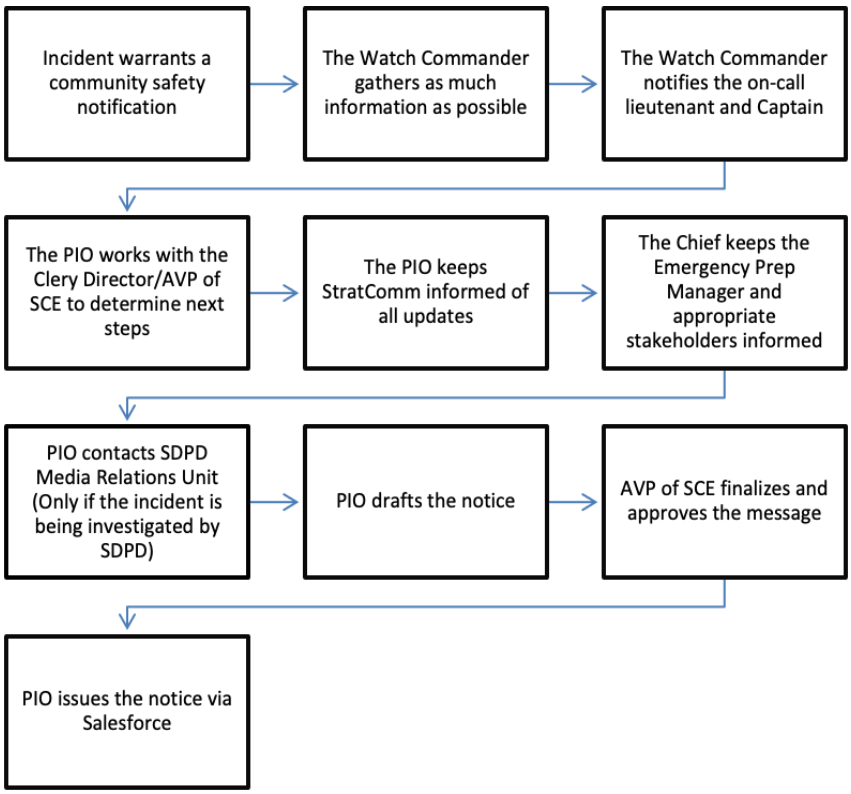
III. Community Safety Notifications:

Community Safety Notifications are not required per the Clery Act. However, as a courtesy, these notifications are typically issued from an SDSU administrator for incidents that occur outside of the Clery geographical area. Changes to the federal law under the Clery Act modified how university police departments can disseminate information occurring outside of Clery geography. Community Safety Notifications cannot be disseminated by UPD and cannot appear as a UPD Timely Warning Crime Bulletin.

Typical Platform: Email

Community Safety Notification Protocol:

1. An incident warrants a community safety notification.
2. The watch commander is to gather all information related to the incident.
3. The watch commander should notify the on-call lieutenant or Assistant Chief .
4. The Assistant Chief is to inform the PIO and Chief of Police and provide all pertinent details regarding the incident.
5. The PIO works with the Clery Director/AVP of SCE.
6. The PIO notifies StratComm.
7. Chief notifies the Emergency Preparedness Manager and appropriate stakeholders.
8. If the incident occurred within City jurisdiction or was handled by SDPD officers, the PIO is to contact SDPD.
    a. The PIO should notify the SDPD media relations unit prior to issuing the alert.
9. The PIO drafts a notification.
10. The Clery Director/AVP of PSCE finalizes and approves the notification.
11. The PIO disseminates the message via Salesforce.