California Annual Safety Plan Report
2018-2019

University of Southern California

A Message from Chief John Thomas:

On behalf of the USC Department of Public Safety (DPS), I am pleased to present USC's 2018 California Annual Safety Plan Report. This report is prepared in compliance with California Education Code 67380(a)(4) and provides essential information regarding safety and numerous resources available within USC on both the University Park and the Health Sciences Campuses.

All the best,

Executive Director and Chief John Thomas

1. Availability, location and methods for summoning assistance of security personnel

Availability and location:

The Department of Public Safety protects and serves the USC campus community and is one of the largest university law enforcement agencies in the nation. The department of Public Safety maintains a headquarters and two substations. All three locations operate 24 hours a day, seven days a week, and 365 days a year.

The headquarters of the Department of Public Safety is located on the University Park campus at 3667 McClintock Avenue, Los Angeles, CA 90089. In the event of an emergency call DPS at (213) 740-4321 or in a non-emergency situation call (213) 740-6000.

A Department of Public Safety substation is maintained at the University Village located at 3131 S. Hoover Street, Suite 1300, Los Angeles, CA 90089. In the event of an emergency call (213) 740-4321. The front desk at the USC Village sub-station can be reached at (213) 821-6677.

The Health Sciences Campus also maintains a Department of Public Safety substation which is located at 2001 Soto Street, Los Angeles, CA 90032. In the event of an emergency call (323) 442-1000 or in a non-emergency situation call (323) 442- 1200.

The Department of Public Safety is staffed by armed Public Safety Officers (PSOs) who are police academy graduates that must pass an extensive screening process and background check before they are hired. They must then successfully complete the Department of Public Safety's field training program before they are allowed to work alone. The department's Community Service Officers (CSOs) complement the services provided by Public Safety Officers. Most CSOs are assigned to the Operations Division and provide security services to the University Bookstore, USC's libraries, USC Keck Hospital and USC Norris Cancer Hospital on the Health Sciences campus, university-owned residential complexes, and other facilities on the University Park and Health Sciences campuses. CSOs also monitor card-key-access, closed-circuit camera systems, and a variety of intrusion and fire/life safety alarm systems.

The department's 24-hour communications center coordinates and supports the activities of field personnel, and facilitates communication regarding department activities among the community. The DPS communications center also provides dispatch services for USC's Transportation and monitors several other radio frequencies, including those of the Los Angeles Police Department (LAPD) officers assigned to the USC area.

Methods for Summoning Assistance

1. Call or visit the locations at:

University Park Campus
Department of Public Safety
3667 McClintock Avenue
Los Angeles, CA 90089
In an emergency call DPS at (213) 740-4321
Non-emergency situation call (213) 740-6000.

USC Village
Department of Public Safety
3131 S. Hoover Street
Suite 1300
Los Angeles, CA 90089
In an emergency call (213) 740-4321
USC Village front desk: (213) 821-6677.

Health Sciences Campus
Department of Public Safety
2001 Soto Street
Los Angeles, CA 90032
In an emergency call (323) 442-1000
Non-emergency situation call (323) 442- 1200

2. Download the LiveSafe Mobile App

The Department of Public Safety recommends all members of the campus community, and their family and friends, download the free **LiveSafe** mobile app because it allows users to initiate contact with DPS for emergencies and/or to report suspicious behaviors or activity. With the push of a button, you can instantly contact DPS or 911 in an emergency and you will receive an immediate text response within the application. When you send an emergency message or call the emergency number, your location will automatically pop up on a map in the DPS Communications Center. Your message will be location-tagged and you can attach pictures, audio or video. The "Safewalk" function of the app allows you to alert your friends that you are on the way to a destination, so they can monitor your progress and help keep you safe.

Instructions and a video on how to download the Trojan Mobile Safety App powered by **LiveSafe** in three easy steps are available at https://dps.usc.edu/services/safety-app/.

3. Find a Blue Light Emergency Phone

Blue light emergency phones are located throughout the University Park and Health Sciences campuses. The phones are connected to the Department of Public Safety's 24-hour communications center and identify the location of a phone used to place a call should the caller be unable to talk. The phones can be used to request an escort and to report suspicious activity and or crimes. For more information and to download a map of Blue Light Emergency phones visit https://web-app.usc.edu/maps/emergency-phones.pdf

4. Call the Los Angeles Police Department (LAPD)

You can contact the LAPD by calling 911 in an emergency, or 877-ASK-LAPD for non-emergencies.

5. Find a Security Ambassador

There are approximately 61 "Security Ambassadors" posted at USC each day at off-campus locations, primarily to sidewalks and intersections traveled by a majority of students, faculty, and staff. Approximately 16 Security Ambassadors are posted each day to the perimeter of the UPC campus, and 5 are posted daily to the interior of the UPC campus. Security Ambassadors wear bright yellow and cardinal colored jackets or bright yellow polo shirts. Security Ambassadors carry radios and are instructed to contact their direct supervisor and DPS in the event they observe a crime, a crime is reported to them, or they observe suspicious or unusual behavior.

6. Contact UPC Perimeter Security

The university and DPS, in coordination with contract security personnel, work to maintain UPC campus perimeter security by positioning unarmed security personnel at the entry points to campus between the hours of 9:00 pm and 6:00 am, seven days a week. At the entry points, security officers screen individuals entering campus, allowing entry only to those who articulate a legitimate reason to be on campus during those hours and who otherwise do not present as a threat to the campus community. Additionally, guests of students are required to register in advance of entering onto the campus, and their identifications are also checked, verified, and logged.

7. For Security Considerations in Facilities Maintenance

Facilities Management Services (FMS) regularly monitors all campus facilities for necessary safety and security-related repairs, and partners closely with the Department of Public Safety to assist in creating a safer campus community. To request service for an electrical, plumbing, or other maintenance-related problem, call the FMS Customer Resource Center line at (213) 740-6833.

8. Look for Security Technology

As part of the Department of Public Safety's efforts to leverage technology and suppress criminal activity, DPS launched the "Minimizing the Spaces" initiative, which resulted in the installation of multiple surveillance cameras in and around the University Park Campus, the USC Village and the Health Sciences Campus. If you need assistance look for surveillance cameras and wave your hands to indicate you need assistance.

Established Safeguards

Each of the eight above mentioned *Methods for Summoning Assistance* have been established by USC's Department of Public Safety to protect and inform the campus community. In addition to the eight outlined above, USC provides the following safeguards and information:

9. Informing the Campus Community of Crimes and Threats

TrojansAlert

If you are a student or employee of USC, it is essential to familiarize yourself with USC's emergency notification system TrojansAlert. The Department of Public Safety will communicate with you through TrojansAlert in the event of an emergency or a dangerous situation and will provide updates and other information allowing you to make informed decisions about your personal safety. If you are a USC parent or guest on campus it is also important for you to download TrojansAlert so you will have real time information when you need it. For information on how to sign up for TrojansAlert you can visit https://dps.usc.edu/services/trojans-alerts/.

Crime Alerts: The Department of Public Safety issues Crime Alerts via e-mail, in on- campus flyers and postings and any other relevant method to notify students, faculty, and staff of crimes against persons or property involving suspects who are still at large. Crime Alerts are different from Trojan Alerts in that they provide information on crimes that have occurred on-campus, in on-campus student housing, on public property, on non-campus properties and or in the university's patrol and response area.

USC Web: In the event of a major emergency, updates and information about the status of the university will be posted online at http://emergency.usc.edu in addition to updates via TrojansAlert. Backup Web servers are available out of state if USC servers are incapacitated.

Emergency Information Line: USC community members may call the university's emergency information telephone line, (213) 740-9233, which provides information in the event of an emergency. The line can handle 1,400 simultaneous calls and has a backup system out of state.

Bulletins: USC Public Relations publishes bulletins on the university home page to provide news about emergency or safety-related situations (e.g., fires, hit-and-run accidents, hoaxes) that may or may not present an immediate danger to the university community.

The **Emergency Planning Office** coordinates the university's efforts to prepare for and respond to major emergencies. The primary focus of the Emergency Planning Office is coordination, preparation and training for central emergency service departments and maintaining the campus emergency operations plan. Schools and departments maintain internal emergency plans covering their personnel and facilities. Campus emergency plans can be found at http://adminopsnet.usc.edu/department/fire-safety-and-emergency-planning/preparing- emergencies.

Daily Crime and Fire Log

The Department of Public Safety publishes its *Daily Crime and Fire Log* on line. The log contains the information entered by DPS dispatchers into the DPS dispatch system following receipt of a call to DPS for service, and includes: the date the call was received, the date and time of any incident reported, the location of the incident reported, the resulting action(s) by DPS officers or LAPD officers, a brief description of the incident or fire reported, and the disposition of the report to the extent it can be ascertained. Limited information may be temporarily withheld from the Daily Crime and Fire Log if, in consultation with the LAPD, DPS personnel determine by clear and convincing evidence that the release of the information would jeopardize an ongoing investigation or the safety of an individual, would cause a suspect to flee or evade detection, or would result in the destruction of evidence.

Concur Locate When Traveling Advises of Emergencies

USC business travelers can opt in to **Concur Locate** in order to receive real-time emergency notifications. When traveling on behalf of USC, you are required to submit your itinerary information for the purpose of duty of care. Your itinerary information is vital for establishing proactive outreach and providing protective services in a timely manner. Having this information enables USC to provide you with informational alerts regarding human- or weather-related incidents impacting travelers and assistance at all times.

If you book travel via the USC Travel Portal or with a Christopherson Business Travel (CBT) agent, your itinerary is added automatically to Concur Locate. If you find it necessary to book travel using commercial sites, you can submit itineraries for inclusion in Concur Locate by sending travel confirmations for air, hotels, etc., from your verified email address to plans@concur.com

You must do this for every itinerary booked outside of the USC Travel program. Travel arrangers may also email plans to plans@concur.com on behalf of a traveler. The arranger must include one of the traveler's verified email addresses in the subject line or in the first line of the email. For more information on Concur Locate visit: https://procurement.usc.edu/travel/travel-apps/

10. Safety Programs and Efforts

<u>**USC Safe Ride Program - Get a Ride**</u>: USC Campus Cruiser will take **students** to their campus destination from 6:00 pm to 2:45 am 7 days a week. Students can request a ride through any of the following means:

> 1) Access the web request interface at usc.ridecell.com;
> 2) Use the free iPhone app available in the iTunes store, or the Android app available at: https://play.google.com/store/apps/details?id=com.ridecell.platform.leonidas.usc; or
> 3) Call dispatch for UPC at (213)740-4911 or HSC at (323) 442-2100.

For more information on ride share zones visit: https://transnet.usc.edu/index.php/campus-cruiser-program/

<u>**USC Supplemental Safe Ride Program:**</u>

If wait periods exceed 15 minutes, calls to Campus Cruiser are automatically outsourced to Lyft, which you can take for free, ensuring you'll never have to wait long for a safe ride home.

For more information on using Lyft visit: https://transnet.usc.edu/index.php/campus-cruiser-program/how-to-use-lyft/.

<u>**Safety tips when using Lyft:**</u>

1) **TRAVEL IN PAIRS:** Travel with a friend – the "safety in numbers" concept really works, especially if your judgment is impaired.
2) **VERIFY YOUR DRIVER AND CAR:** Once you have requested a Lyft ride, you can view the driver's rating. When your ride arrives, make sure the driver's photo, license plate number, and vehicle description match. Never take a ride you did not request or get into a car that doesn't match the details provided by the Lyft app.
3) **GO THE EXTRA MILE:** The Lyft app's "share your ETA" function allows you to invite friends to see your trip in real-time. The app will draft a text message you can share with friends that includes your ETA and a link to a live map that allows them to track your trip. Too much effort? Call a friend and stay on the line while you're in the car instead.

Rape Aggression Defense Classes (RAD)

RAD is a unique crime prevention program available for women and men which focuses on safety and self-defense techniques. For more information visit: https://dps.usc.edu/services/self-defense/.

Residential Hall Safety Liaisons

Each residence hall at USC has an assigned Public Safety Officer who is available to address safety issues. Officers can facilitate discussions or lead presentations on subjects including theft prevention, after-hours precautions, or safety at parties and social gatherings. Officers can also assist with bicycle registration and provide information about university resources. For more information, call us at (213) 821-6690 or visit: http://dps.usc.edu/services/housing- liaisons/.

The Residence Hall Safety Liaisons Coordinator is Elizabeth Carreño-Sarabia, who can be reached at the Department of Public Safety Office (213) 740-2489, Mobile (213) 422-0450. For a complete list of USC residence halls and the coordinating DPS officers assigned, visit: https://dps.usc.edu/services/housing-liaisons/.

What to Do in the Event of an Active Shooter?

Tailored for students, faculty and staff, this one-hour active shooter training addresses what to do in the event of an active shooter on campus and discusses the options of "Run, Hide or Fight." For more information contact the DPS training coordinator, Sergeant Ralph Roseli, at (213) 740-6419 or by email at rroseli@dps.usc.edu.

Residential Access

University-owned residence halls and apartment complexes use an electronic card-key-access system that limits entry to residents and other users permitted by the university. All on-campus residence halls have fingerprint recognition stations for secured entry only by authorized residents. Department of Public Safety personnel are granted access to residential facilities when they are called for service-related reasons. Entrances to residential housing and fire exit doors are equipped with alarms that sound if a door is propped open for more than one minute. Department of Public Safety personnel respond to such alarms to determine the cause of activation and to take action, where appropriate, to protect the well-being and safety of USC's campus community.

11. Safety implementations made in last 18 months

- Increased Use of Social Media for Crime Prevention & Safety Messaging;

- Increased staffing of dedicated officers to enhance library safety at UPC libraries;

- Implemented a Mobile Community Safety Kiosk to distribute safety/crime prevention info in neighborhoods where students reside;

- Added dedicated specially trained LAPD SWAT & tactically trained officers 24/7 to respond to active shooter incidents;

- Deployed foot beat Officers to provide enhanced patrol coverage in the neighborhoods where students live;

- Hired and trained additional Public Safety Officers and Community Services Officers for UPC and HSC;

- Taught numerous active shooter preparation and Rape Aggression Defense courses; and

- Updated USC's Emergency Operations Plan.

12. Safety implementations expected to be made in next 24 months

- Increased Department of Public Safety's technological capabilities to utilize real time crime & quality of life to develop Patrol strategies;

- Enhance our current capabilities to consistently collect input from students regarding crime/quality of life issues impacting their safety;

- Enhance current police officer authority through legislation (AB2361) to better protect students from violent threats such as active shooter incidents;

- Enhance our social media mining capabilities to identify potential threats to the university and students, faculty & staff;

- Improve our CCTV & vehicle license plate recognition technology; and,

- Fully implement the department's strategic plan.

For further information regarding USC's compliance with the Clery Act please visit the DPS website at https://dps.usc.edu/. To view USC's Annual Security & Fire Safety Report for 2018 visit https://dps.usc.edu/files/2018/10/ASR2018.pdf.