

October 2023

CAMPUS SAFETY

FAQs



Learn more at www.mtsac.edu/safety

Table of Contents

.....	1
Introduction	3
Security Cameras	3
Staffing / Increased Patrols.....	3
Staffing / Safety Escorts	4
Prevalence of Crime / Transit Center.....	5
Prevalence of Crime / Comparison Statistics.....	6
Campus Safety Procedures / Sexual Assaults	6
Campus Safety Procedures / Open Access	7
Campus Safety Procedures / Protocols.....	8
Campus Safety Procedures / Response Time	9
Campus Safety Procedures / First Responders.....	9
Campus Safety Procedures / Campus Wayfinding	10
Campus Safety Procedures / First Aid.....	10
Campus Safety Procedures / Student Health Services	Error! Bookmark not defined.
Campus Safety Procedures / Evaluation and Debrief.....	11
Campus Safety Procedures / Trauma Counseling.....	12
Campus Safety Procedures / Reporting.....	13
Communication / Timely Warnings	14
Communication / Follow-Up.....	14
Training / Self-Defense	15
Training / Emergency Preparedness.....	16

Introduction

On October 11, 2023, Mt. SAC organized a Campus Safety Forum in response to reported public safety incidents. This forum aimed to create a space for students, staff, and community members to share their questions and concerns regarding campus safety. Nearly 200 questions were submitted before and during the forum, and several common themes emerged. Below are responses to frequently asked questions, along with a sample selection to provide a representative overview of the inquiries received.

Security Cameras

SAMPLE OF QUESTIONS RELATED TO THE THEME OF SECURITY CAMERAS ON CAMPUS:

Question(s):

- Are there security cameras in the parking lots, and if not, can we get them installed? It would ease the mind of some of us who are night students.
- Does this mean we will install (and monitor) security cameras on campus and in parking lots? Or at least the hotspots?
- We need more cameras and a security presence, as well as possibly creating a group of individuals who keep an eye on things.

Answer: The goal is to increase the use of security cameras on campus. Currently, cameras are actively recording in locations such as Champion Parking Structure, Gateway Parking Structure, Student Center, Transit Center, etc. When new facilities are built, they incorporate the addition of cameras. Existing cameras serve as a deterrent and aid in investigations when a crime has been committed.

Staffing / Increased Patrols

SAMPLE OF QUESTIONS RELATED TO THE THEME OF STAFFING TO INCREASE PATROLS:

Question(s):

- What are the steps we are taking to increase the presence of our Police and Campus Safety staff? Are we going to see more visibility on foot around the campus?
- How is the College addressing the shortage/visibility of Campus Safety?
- Will we be hiring more campus police?

Answer: We are hiring an additional Sergeant and are in the process of filling a vacant Lieutenant position. Mt. SAC Public Safety Officers are offered overtime to increase coverage, add capacity, and improve visibility. The Walnut/Diamond Bar Sheriff's Department has agreed to deploy Walnut-assigned deputies to our campus (when available) for increased visibility. Mt. SAC Public Safety Officers have also been directed to spend at least 50% of their discretionary patrol time outside their vehicles on foot patrol.

Staffing / Safety Escorts

SAMPLE OF QUESTIONS RELATED TO THE THEME OF PROVIDING SAFETY ESCORTS:

Question(s):

- Can we bring back campus escorts, not just for nighttime but any time during the day?
- Before we had escorts; do we still have that available? If we do, it is not publicized, can it be? If we do not, will that be changed? Will it be volunteer-based or short-term hourly?
- Can we implement a volunteer escort service or add units to a class to have students background-checked and interviewed to be campus escorts?

Answer: We have introduced a temporary staffing initiative to ensure the safety of our students and employees. Contemporary Services Corporation (CSC) staff are working collaboratively with Mt. SAC Police and Campus Safety to provide increased visibility on campus, aid in the reporting of incidents, and provide safety escort services as requested. CSC routinely provides supplemental services to colleges and universities, including neighboring institutions such as Azusa Pacific University, Cal Poly Pomona, Cal State Fullerton, Cal State San Bernardino, USC, UCLA, and more.

CSC staff may be easily identified by their yellow shirts/jackets with "CSC Security" branding. CSC Supervisors wear light blue shirts with similar wording. CSC staff will have portable radios to communicate directly with Police and Campus Safety dispatch.

To request a safety escort *at any time*, contact Police and Campus Safety dispatch at (909) 274-4555.*

Please be prepared to provide a brief description of yourself, where we can find you, and where you need to go:

- Your name

- General description (color and type of clothing or other identifying features)
- Starting location – If you are in or near a particular building, please provide the building number. If you are in a parking lot, please provide the assigned parking lot letter and pole number (if applicable).
- Ending destination – Please provide us with the building number, parking lot, or campus location where you intend to travel. *NOTE: Safety escorts are only provided within campus boundaries.*

This service is available to all Mt. SAC students and employees.

The College is also working toward implementing a new Risk Mitigation Program, which will involve hiring students to provide safe walks, etc.

**Safety escorts are provided on a first-come, first-serve basis. Please allow some time for security personnel to arrive at your location. Support may vary depending on calls for service.*

Prevalence of Crime / Transit Center

SAMPLE OF QUESTIONS RELATED TO THE THEME OF A CORRELATION BETWEEN NEW TRANSIT CENTER AND AN UPTICK IN CRIME ON CAMPUS:

Question(s):

- I am wondering if there's a correlation between the new Transit Center at Mt. SAC and these crimes that have been happening. I don't remember these crimes happening prior to the Transit Center.
- Is there any reason to believe that the perpetrators are gaining access to the school through the buses?
- Is this issue being exacerbated by having a transit terminus attached to the campus?
- I feel that since the opening of the Transit Center, we have had an uptick in crime! We get a lot of homeless people in the area, especially at night.

Answer: We have not identified a correlation between the Transit Center opening and increased crime on campus. It is important to note that no additional bus routes have been added; previous/existing bus routes are being offered, the only change is that these routes now have a more secure and centralized location for boarding and disembarking, enhancing the safety of passengers and pedestrians. The Transit Center's hours align with our campus hours, closing at 11 p.m. This synchronized timing ensures that its operations do not extend beyond

our campus activities, contributing to a safer environment. Police and Campus Safety are proactively patrolling the vicinity of the Transit Center and surrounding facilities.

Prevalence of Crime / Comparison Statistics

SAMPLE OF QUESTIONS RELATED TO THE THEME OF CRIME STATISTICS AND PREVALENCE OF CRIME ON OUR CAMPUS:

Question(s):

- Has there been an uptick in crime in recent years or is Mt. SAC just being more transparent about it?
- Does Mt. SAC have more, less, or about the same amount of crime as other comparable community colleges?
- Please speak to our crime stats and the Clery Act reporting. I think this would be important to show that we aren't a dangerous place.

Answer: Historically, our campus has generally low crime rates. Over the past few weeks, there has been a noticeable uptick in reported incidents. Our commitment to transparency and Clery Act reporting remains the same.

Our crime stats are available to review online, as are the crime stats for every community college in the region. The [U.S. Dept. of Education Campus Safety and Security comparison tool](#) allows users to select up to four schools to see a side-by-side comparison of aggregated safety- and security-related statistical data. Additionally, in accordance with the Clery Act, the [Daily Crime Log](#) records criminal incidents and alleged criminal incidents that occur at Mt. San Antonio College and are reported to the Mt. San Antonio College Public Safety Department. The Log is updated within two business days of an occurrence.

Campus Safety Procedures / Sexual Assaults

SAMPLE OF QUESTIONS RELATED TO THE THEME OF SEXUAL ASSAULTS:

Question(s):

- How will you keep us safe?
- What safety measures do you plan to put into place or have already put in place to keep these most vulnerable students safe?
- We've seen numerous reports of violence on campus lately. Have all of these perpetrators been apprehended? If not, what is Campus Safety doing to find them?

Answer: The campus is taking a number of measures to enhance safety on campus. As referenced in this document, we are enhancing our Safety Escort program by hiring temporary security staff, increasing foot patrols by public safety officers, providing self-defense classes, hiring more public safety staff, and more.

Regarding recent cases, the Los Angeles County Sheriff's Department is still investigating the cases.

Question(s):

- Do sexual assaults get reported to the Sheriff's Department?

Answer: Sexual assaults are reported to the [Walnut/Diamond Bar Sheriff's Department](#) which conducts criminal investigations.

California law protects the privacy rights of victims of sexual assault; victims may have their personally identifying information withheld from reports to local law enforcement which may limit local law enforcement's ability to investigate such reports. Since sexual assault is a form of sex discrimination, all employees are required to report sexual assault involving a Mt. SAC employee or student to the [Title IX](#) Coordinator, Ryan Wilson, who will address the report through the College's administrative procedures. The College's administrative processes are separate from, and may run concurrently with, a criminal investigation by the Sheriff's Department.

Campus Safety Procedures / Open Access

SAMPLE OF QUESTIONS RELATED TO THE THEME OF OPEN ACCESS TO OUR CAMPUS:

Question(s):

- How is Mt. SAC going to address the easy access/entries onto campus? Non-students can enter easily. The entire campus has many points of entry – how can it all be monitored?
- Can Mt. SAC's campus be fenced (and gated) or secured as a measure to control the people entering and exiting the college campus? Mt. SAC is too open - thus vulnerable to crime.

Answer: Like many community colleges in the state of California, Mt. SAC is an open campus with many entrances. Closing off access would create tremendous logistical challenges for students, visitors, and our overall campus community.

Campus Safety Procedures / Protocols

SAMPLE OF QUESTIONS RELATED TO THE THEME OF PROTOCOLS:

Question(s):

- When arriving at a campus incident, such as an altercation, what is the protocol for how officers are to interact with faculty and students at the scene?
- Describe exactly how the Campus SHOULD have responded to the stabbing incident, and how they will respond TOMORROW if another violent incident occurs.
- Who is supposed to take charge of an emergency that is not in a classroom? Students won't know who to call and will likely call 911.

Answer: Any arriving officer or other trained responder will be considered the initial Incident Commander until relieved by a Sergeant, Lieutenant, Chief, outside Sheriff, etc. The primary focus is to de-escalate the situation. Public Safety Officers have batons and OC (pepper) spray as an alternative means to control the situation, and they may use self-defense tactics. Sergeants, Lieutenants, the Chief, and outside Sheriff's deputies are armed in the rare instances where it may become necessary to use a higher level of force to control the situation.

Upon arrival at the scene, after identifying an Incident Commander, Police and Campus Safety will assess the threat level, decide whether the location should be evacuated, determine the disposition of witnesses, and provide information related to the availability of counselors for those who are traumatized.

In an emergency, calling 9-1-1 ensures response from emergency personnel.

Campus Safety Procedures / Response Time

SAMPLE OF QUESTIONS RELATED TO THE THEME OF RESPONSE TIME:

Question(s):

- Why did Campus Safety take such a long time to arrive [during the September 20, 2023, stabbing incident]?
- What was Mt SAC PD response time?

Answer: On September 20, 2023, the initial report of the incident in Building 26A described it as a fistfight, not a stabbing. Following standard procedure, Public Safety Officers were dispatched to the scene to address and de-escalate the situation; they arrived within four minutes of the initial report. Once on scene, the incident was confirmed to be a stabbing, and armed officers were promptly informed and deployed to the location. This response also involved the Walnut/Diamond Bar Sheriff's Department, which is responsible for handling cases with the potential presence of an armed suspect.

Campus Safety Procedures / First Responders

SAMPLE OF QUESTIONS RELATED TO THE THEME OF FIRST RESPONDERS:

Question(s):

- It is critical that 9-1-1 services be able to reach our buildings as soon as possible. Requiring them to meet campus safety prevents timely access. Emergencies may happen anytime; campus safety may not be available or informed (someone may call 9-1-1 and not campus safety). Why do 9-1-1 first responders have to meet campus safety first? Whose policy is this, and can it be changed?
- What steps are you taking to expedite first responder access campus locations without having to first meet campus safety?
- What are the general campus protocols for ushering in emergency personnel (paramedics/off-campus police) in the event of a medical emergency similar to what recently occurred in Building 26?

Answer: The size of our campus, our building numbers, and ongoing construction can present navigational challenges to first responders. This is the primary reason that first responders are escorted onto campus by our Police and Campus Safety department. The College is working to improve Wayfinding on campus, and the campus map is updated regularly.

Campus Safety Procedures / Campus Wayfinding

SAMPLE OF QUESTIONS RELATED TO THE THEME OF CURRENT ACCESS ROADS AND WAYFINDING:

Question(s):

- How often do you update the [Walnut/Diamond Bar Sheriff's Department] with current access roads?
- How often do you update the Mt. SAC map website with current access roads?
- Is our campus map regularly shared and updated with Walnut Sheriff's? Time and communication are vital in active situations; how are they directed when they need to respond to campus?

Answer: We update the Walnut/Diamond Bar Sheriff's Department weekly. There are two deputies permanently assigned to patrol and respond to calls at Mt. SAC, and they are very familiar with our campus. Additionally, the Mt. SAC Campus Map is updated regularly to reflect pathway/access changes due to construction and other activities.

Campus Safety Procedures / Medical Aid

SAMPLE OF QUESTIONS RELATED TO THE THEME OF MEDICAL AID:

Question(s):

- Are Campus Safety officers equipped to provide first aid? Are there campus EMTs?
- Will Student Health assist with campus medical emergencies?

Answer: All Mt. SAC Police and Campus Safety officers maintain current certification in first aid, CPR, and Stop the Bleed and are equipped to render first aid.

Student Health Services personnel do not respond to campus safety incidents. For all medical emergencies, call 9-1-1, particularly if the issue involves cessation of breathing, bleeding, loss of consciousness, or any other life-threatening situation. When someone calls 9-1-1, the call goes to the County, and they determine whether it's a call for medical assistance or the Sheriff, and the appropriate personnel are dispatched. Mt. SAC Public Safety may be notified by the Sheriff's department, but, if possible, a follow-up call to the Police and Campus Safety Department is helpful in expediting a response, allowing Mt. SAC Police and Campus Safety staff to anticipate directing first responders onto campus, etc.

The Student Health Center primarily deals with short-term quality care for minor medical and mental health issues. To learn more about their services, visit mtsac.edu/healthcenter or call (909) 274-4400.

Campus Safety Procedures / Evaluation and Debrief

SAMPLE OF QUESTIONS RELATED TO THE THEME OF INTERNAL EVALUATIONS / DEBRIEFS:

Question(s):

- Does Campus Safety have an internal evaluation process for assessing the effectiveness of their response EVERY time officers are dispatched? For example, do they review their response time, interactions, and the outcome and then determine whether it was sufficient or if adjustments are needed to improve responses?
- Does Public Safety make any effort to debrief with witnesses to traumatic events?

Answer: Mt. SAC Police and Campus Safety employs a computer-aided dispatch (CAD) system designed to monitor response times, responder identities, and the resolution status of service requests. This data is easily accessible to Sergeants, Lieutenants, and the Chief for purposes such as debriefing. It's important to note that not every service call and its response are subjected to evaluation. However, should a department supervisor identify a service call response that suggests a need for additional training among our department members or should a complaint from the campus community come to our attention regarding the response or service outcome, we will conduct a debriefing session.

It's important to differentiate the idea of debriefing from working with witnesses. A debrief helps responders identify what went right and what went wrong and does not involve participation from witnesses, victims, or suspects.

As is typical in these types of investigations, the Sheriff's Department develops the witness list, and Mt. SAC Police and Campus Safety provides them with information that aids them in developing that list. If Police and Campus Safety identify a witness and inform the Sheriff's Department, they notify the witness (either verbally or in writing) that the Sheriff's Department may contact them. Whether or not the Sheriff's Department contacts the witness(es) and the timing of such contact may vary based on the progress of their investigation.

In cases where a crime takes place on campus within the jurisdiction of the Sheriff's Department, Mt. SAC Police and Campus Safety will not interview witnesses unless specifically requested to do so. However, there may be situations wherein Police and Campus Safety have already interviewed victims, and a decision is later made to transfer the case to the Sheriff's Department.

We recognize that traumatic events can be challenging for individuals, so we work with campus resources to provide extended support services.

Campus Safety Procedures / Trauma Counseling

SAMPLE OF QUESTIONS RELATED TO THE THEME OF TRAUMA COUNSELING:

Question(s):

- How does Campus Safety determine if other campus professionals, such as crisis counselors, are needed? And how do they notify them?
- Why did it take the trauma counselors over an hour to assist witnesses [during the September 20, 2023, stabbing incident]?

Answer: Campus Safety officials determine if other campus professionals are needed based on training, experience, and available campus resources. If an officer observes a witness traumatized by an event, every effort is made to provide them with contact information to obtain mental health services. Additionally, when traumatic events happen on campus that impact students and employees at large, Student Services and Human Resources arrange for and provide additional mental health services as needed.

The number one priority is to control the scene, neutralize the threat, and obtain medical care for the victim(s). It takes time to identify trauma counselors, adjust their scheduled appointments, and develop a crisis response plan.

Campus Safety Procedures / Reporting

SAMPLE OF QUESTIONS RELATED TO THE THEME OF REPORTING ENCOUNTERS ON CAMPUS:

Question(s):

- When someone has an odd encounter on campus with a person saying offensive comments, where do they report that?
- What can I do to help improve or bolster safety on campus.

Answer: Individuals on campus are strongly encouraged to report any unusual or suspicious behavior they observe to Police and Campus Safety at (909) 274-4555. If you don't want to identify yourself, you may report anonymously via the Text-a-Tip Line at (909) 610-9139. *NOTE: You can use the Text-a-Tip line to anonymously report crimes or suspicious behavior on campus, but it should NOT be used for emergencies.*

While an incident, comment, or other occurrence may appear insignificant in the moment, such reports could potentially contribute to solving a larger puzzle.

Additional reporting options are as follows:

- **Student Health Services:** (909) 274-4400 - Bldg. 67B and 9E
- **Walnut/Diamond Bar Sheriff's Dept:** (909) 595-2264 - 21695 Valley Blvd., Walnut, CA 91789
- **Emergency "Blue Light" Phones:** There are emergency phones on campus and in outlying parking areas. There is a blue light atop each phone to make it more visible, especially at night. Pushing the circular button on the panel will directly connect you to the Police and Campus Safety dispatch, who will pinpoint your location and send assistance as needed.

The interactive campus map allows you to pinpoint safety and emergency locations on campus, such as emergency phones, assembly areas, and Automated External Defibrillators (AEDs): mtsac.edu/maps

- **Employee Behavior Intervention Team (eBIT):** mtsac.edu/hr/ebit.html or (866) 367-7970



Anonymous Reporting

- **Behavior and Wellness Team:** mtsac.edu/bwt
- **Title IX Complaints:** Ryan Wilson, Title IX Coordinator - (909) 274-5249 or mtsac.edu/hr/titleix

Communication / Timely Warnings

SAMPLE OF QUESTIONS RELATED TO THE THEME OF NOTIFYING THE CAMPUS COMMUNITY OF A THREAT (I.E., ISSUING TIMELY WARNINGS):

Question(s):

- Why does it take over 30 minutes to notify the campus community of a threat?
- Why do emergency notifications take so long to go out?

Answer: In collaboration with Police and Campus Safety and other first responders, the College must determine whether there is an ongoing threat to the campus community. Immediate and ongoing threats necessitate timely warnings to be sent without delay.

We are exploring the implementation of swifter communication, even in situations where an imminent threat is not present. These messages will provide initial, concise information, with further updates to follow once details are verified.

Communication / Follow-Up

SAMPLE OF QUESTIONS RELATED TO THE THEME OF FOLLOWING UP ON PUBLIC SAFETY INCIDENTS:

Question(s):

- Have any of the recent assault suspects been caught?
- Why is there zero follow-up?
- Why doesn't Mt. SAC explain further regarding crimes on campus? There's no explanation after an alert.

Answer: We typically refrain from offering comments on active investigations to safeguard the integrity of the ongoing process, but in the event of any noteworthy developments in a particular case, we will promptly inform the campus community. Regarding the stabbing incident that occurred on September 20, 2023, it's reassuring to report that the victim has received the necessary medical attention and has been discharged from the hospital.

The [Mt. SAC Crime Log](#) is posted online. It is publicly available on the Police & Campus Safety website and is updated within two business days of any incident occurring.

Question(s):

- Have all the reports (robbery, sexual assaults) been substantiated or corroborated by witnesses?

Answer: We understand the concern about the recent crimes on campus, and it's essential to approach these matters with empathy and respect for everyone involved. When addressing reports of any incident, it's important to follow due process and gather all available information. Understanding that a thorough investigation is often required to understand the complete picture, Mt. SAC still issues timely warnings in accordance with the Jeanne Cleary Act, with the purpose of providing preventative information to the campus community, irrespective of the perceived credibility of the threat.

Regarding the recently reported crimes, not all have been substantiated or corroborated by witnesses. This doesn't mean we disbelieve the victim(s) or undermine their experience. It merely reflects the complexities of investigating such incidents, where evidence and witnesses can vary from case to case. Maintaining trust and safety on campus is paramount. Even if we question the credibility of a reported crime, it's better to be cautious and provide information to the campus community to help them stay informed and take appropriate precautions.

Training / Self-Defense

SAMPLE OF QUESTIONS RELATED TO THE THEME OF SELF-DEFENSE CLASSES:

Question(s):

- When can we expect the self-defense classes? How do we find out about these classes?
- Will Mt. SAC be providing year-round self-defense classes for students?
- Will Mt. SAC be offering any self-defense classes or martial arts?
- What type of self-defense classes will you offer for the women of Mt. SAC with everything that is going on?

Answer: Self-defense classes will be offered starting in November, and the campus community will be notified of the details via email and the campus portal. There will also be flyers to help publicize the classes.

SAMPLE OF QUESTIONS RELATED TO THE THEME OF RECOMMENDATIONS TO STAY SAFE:

Question(s):

- Besides increased security and staying alert, what else do you recommend students do to prevent incidents from occurring? Can they use pepper spray on campus? Will students get in trouble for defending themselves physically?
- What are our self-defense rights on this campus and how do we defend ourselves when attacked?

Answer: Pepper spray is legal, and individuals are permitted to carry up to 2.5 oz., on the advisable condition that they undergo proper training in its safe utilization. There are also things each of us can do. Public safety experts suggest taking these simple steps to increase our safety:

STAY ALERT: Be aware of your surroundings and walk confidently.

BE VISIBLE: Stay in groups and well-lit areas whenever possible.

SPEAK UP: Trust your instincts. Don't hesitate to leave, ask for help, or report suspicious activity.

Students are encouraged to take advantage of the safety escort service by calling Police and Campus Safety at (909) 274-4555.

Training / Emergency Preparedness

SAMPLE OF QUESTIONS RELATED TO THE THEME OF EMERGENCY PREPAREDNESS TRAINING FOR EMPLOYEES:

Question(s):

- Can we get training on how to lock/barricade all types of doors on campus?
- I do not feel informed of the proper way to handle emergencies on campus. How can I become educated on the proper protocols to keep my students safe on campus?

Answer: Emergency Management training is continuously available on the [Mt. SAC Professional and Organization Development \(POD\) website](#) throughout the year. [Risk Management](#) and Public Safety partner on assessments and subsequent training by request; personnel are dispatched to different departments, and we cater the training to them and their specific location.