

# 2024-2025

## Annual Report



### Santa Clara Campus Safety Services



**MAIN PARKING STRUCTURE**  
**500 EL CAMINO REAL SANTA CLARA, CA 95053**  
**EMERGENCY (408) 554-4444**  
**NON-EMERGENCY (408) 554-4441**



The background of the entire page is a photograph of a boat's hull as it moves through water, creating a large splash. A semi-transparent red rectangular box is overlaid on the upper portion of the image, serving as a backdrop for the text.

## A COMMITMENT TO SAFETY

Campus Safety Services (CSS) collaborates across divisions and departments to support a diverse and inclusive university community—fostering safety, belonging, and student success.

Operating 24/7/365, CSS serves students, faculty, staff, alumni, and guests with professionalism and care. Our team embodies the Jesuit commitment to *cura personalis*, particularly in supporting the holistic development and formation of our students.

CSS is also home to Parking & Transportation Services, which plays a vital role in supporting campus accessibility, mobility, and operational continuity. Through effective parking management, commuter programs, and event support, we help maintain a campus environment that is both navigable and welcoming.

We are dedicated to maintaining a safe, secure, and inviting campus. CSS actively supports the university's mission by protecting its people, property, and values. As first responders to medical, fire, and other emergencies, we are committed to preserving peace and ensuring readiness for any situation that may impact the university community.

# Campus Safety Services

## 2024-2025 Annual Report

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## Campus Safety Services

On July 1, 2021, Campus Safety Services (CSS) officially joined the Division of Student Life. As part of the Division, CSS collaborates across University divisions and departments to support a diverse and inclusive University community in a manner that fosters safety and belonging, and that encourages student learning and success.

CSS is a non-sworn, unarmed security, safety and service function that operates 24/7/365, serving the community of students, faculty, staff, alumni and University guests. CSS staff are collaborative partners in implementing the Jesuit commitment to *cura personalis* with all members of our community, particularly with regard to the holistic formation of students.

The team of 34 individuals is dedicated to ensuring that Santa Clara University (SCU) remains a safe, secure, and accessible campus for all, prioritizing service, diversity, equity, and inclusion, and supporting the University's primary goal of educating the whole person. CSS takes great pride in its role in the community and will work tirelessly in the pursuit of growth and improvement.

## Complaints

Campus Safety Services did not receive any formal complaints during this fiscal year. Over the next twelve months, we are committed to soliciting even more feedback from groups and individuals across the campus landscape, with humility and transparency, so that we might improve our operation and our ability to better support all members of our campus community. We are committed to serving every member of our campus community with dedication, integrity, and gratitude.

## CSS Organization

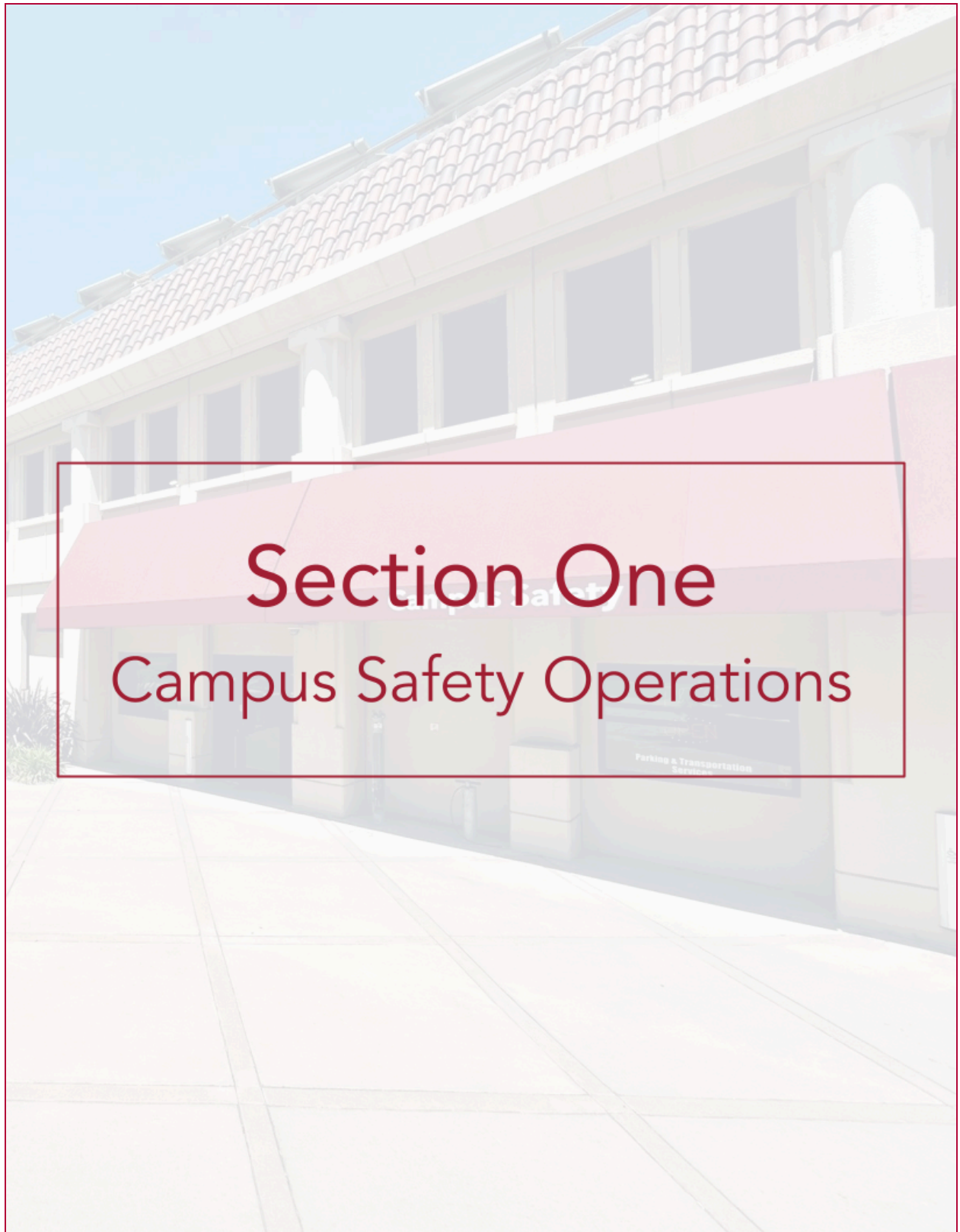
Campus Safety Services includes Operations, Parking & Transportation Services (P&TS), and Emergency Planning & Clery Act Compliance.

Operations: CSS Operations maintains a 24/7/365 dispatch center, patrol teams, event security services, lockout services, vehicle services, nighttime safety escort services, and lost & found services.

Parking & Transportation Services: P&TS manages 35 parking lots across campus and provides support for all campus parking and transportation needs.

Emergency Planning and Clery Act Compliance: Emergency Planning strives to create a campus culture of resilience, readiness, and preparedness for emergencies and other disruptions. Emergency Planning works with Campus Safety to provide training and awareness such as [Hands Only CPR](#), [Stop the Bleed](#), and Campus Emergency Planning. Clery Act Compliance ensures that the University adheres to all requirements of the *Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act*.

The following sections introduce each of the three areas that make up CSS: Operations, Parking & Transportation Services, Emergency Planning and Clery Act Compliance.



## Campus Safety Operations

CSS is a 24/7/365 operation consisting of a dispatch center, patrol teams, emergency operations, and parking enforcement. Over the past year, Campus Safety Services continued to provide a high-level of service, in a variety of different ways, to the Bronco community. We broadened our security posture and coverage at major events by using updated technology and equipment, all the while maintaining the high level of efficiency and customer service our University values. We explored new ways to engage with students, knowing that every interaction is an opportunity to support our students and our campus community as a whole.

In all that we do, we are dedicated to ensuring that SCU remains a safe, secure, and accessible campus for all. During 2024-25, CSS initiated or responded to a broad range of calls for service as illustrated in the chart below.

### CSS Computer-Aided Dispatch Activity Report

Incident Type	2021-22	2022-23	2023-24	2024-25
Alarms	565	879	547	646
Duress/Threatening Behavior/CAPS	41	24	23	23
Facilities Related	604	785	721	846
Found Property	255	281	318	313
Medical: Ill/injured	227	247	246	130
Nighttime Safety Escort	80	59	81	113
Panic Button Activation	166	188	215	209
Student Lockouts	3207	1000	1858	1832
Suspicious Circumstances	471	580	595	699
Welfare Check	75	130	97	71



## **Event Planning**

CSS also assisted and played a major role in the successful execution of several large-scale campus events, including all commencements, Grad Bash, and Golden Circle. Campus Safety Services participated in the safety and security planning for smaller events, as well. Over the past twelve months, CSS has played a formal role in at least seventy-five events, and provided safety and security consultation for dozens more.

## **Community Events**

CSS spent a lot of time over the past year seeking to grow our connections. One of the ways we've successfully done this is by being involved in different community events. From the beginning of the year until its completion, CSS attended and participated in campus events, big and small. Beginning with events welcoming our new students and staff, formal and informal meetings and forums, you name it, Campus Safety was there. Campus Safety remains committed to not only serving the campus community, but being an active part of it as well.

## **Safety and Security Presentations**

Our staff members have years of experience in helping to keep the Bronco community safe. We are always happy to share our experiences, and pass along helpful information to keep our community safe. We believe that safety and security is a shared responsibility, and that the more we all know about safety and security, the better we can be as partners in that shared responsibility. Throughout this past year, CSS presented countless safety and security presentations to students, faculty, and staff. These presentations are free and available to anyone on campus.

Campus Safety Services also offers safety assessments of buildings and residences, threat assessments, and safety plans to the Bronco community. Members of our organization provided all three services this year.



## **Mental Health First Aid (MHFA)**

Campus Safety Services responded regularly to calls for service of community members in crisis. CSS prioritizes the mental health of all community members. As part of the commitment, we ensure our personnel are trained to recognize and to act when our fellow Broncos are having difficulty. Campus Safety has members who are trained in MHFA, and who are training others, not just in Campus Safety, but across our campus. This year, we added “Question, Persuade, Refer” (QPR) training to our training portfolio, which focuses on suicide prevention. Staff members use this training to help students in crisis during their time of need. At CSS, we will continue to prioritize the well being of all community members.

## **Self Defense Classes**

CSS did not conduct self-defense classes this year due to budgetary limitations. In 2025, CSS will work to identify student groups to partner with to facilitate this important training.

## **Staffing**

Since July 1, 2024, CSS filled three vacant positions, bringing us close to maximum staffing levels. There is currently one vacant staff member position. Campus Safety Services remains committed to maximizing our resources and personnel to best serve the needs of the SCU community. Most recently, we have adjusted our schedules to provide better coverage and overlap. We are currently reviewing and updating all staff position descriptions and duties for accuracy and to reflect this change.

Recruitment is ongoing, and we expect to be fully staffed by the start of the new school year. CSS is committed to recruitment, promotion and retention policies that promote diversity.

We continue to partner with our private security vendor, Shaw Security, to provide a high-level of service, safety, and security to our campus community. Shaw assists with athletic events, large-scale events in Stevens Stadium, fire watch, and all Commencement activities. Shaw continues to be a committed partner and support provider to our organization.

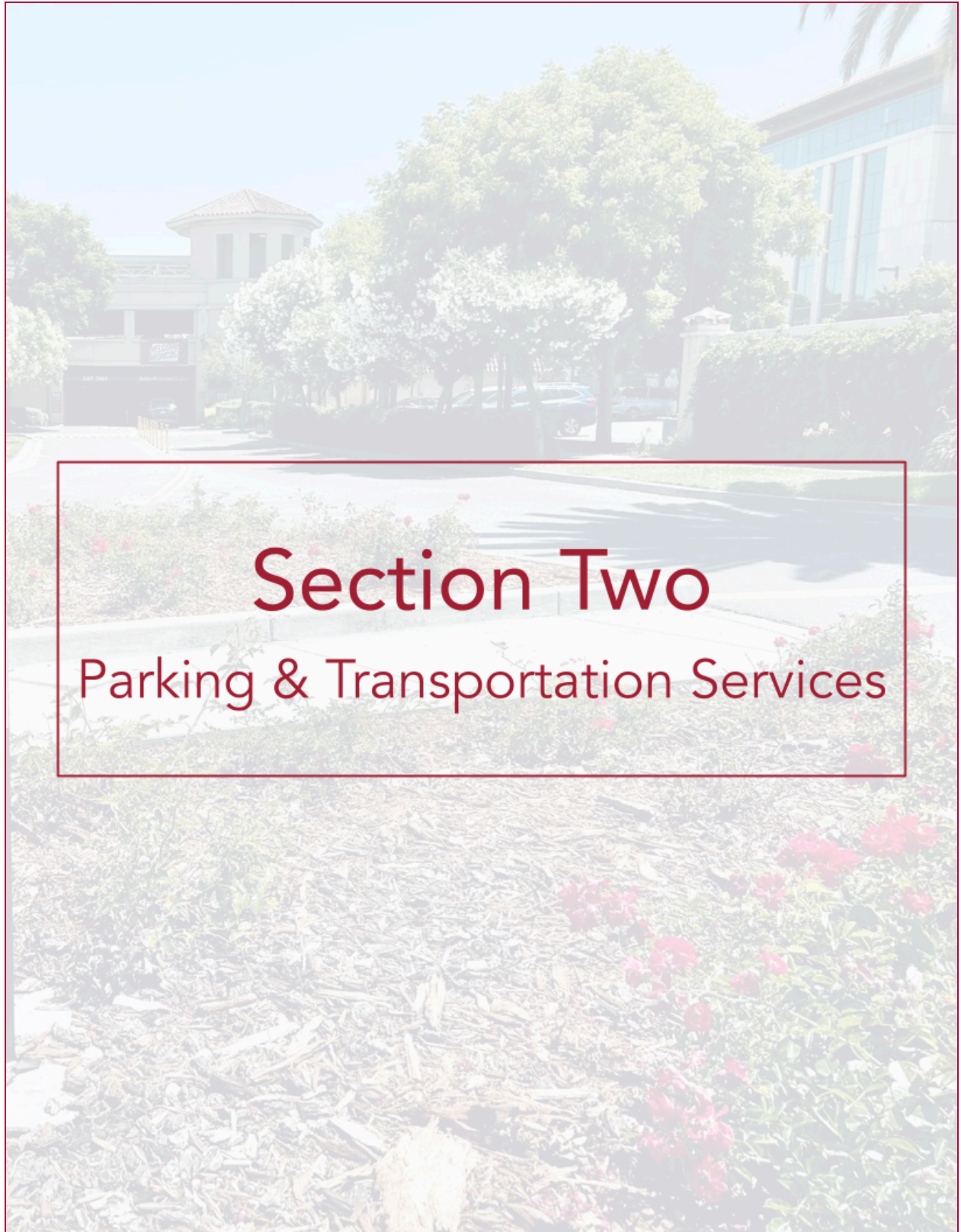
## **Room Search Policy**

The Room Search policy allows for either Residential Life or CSS personnel to request a search of a resident's room if a Resident Director approves and if certain criteria are met, including: suspicion of alcohol, drugs, or drug distribution, weapons, or concern for personal safety or life, among others.

Between July 1, 2024, and June 30, 2025, a total of sixteen room searches were conducted campus-wide.

## **Engagement and Transparency**

CSS is committed to creating opportunities for engagement with all community stakeholders, especially those individuals, groups, or campus organizations who represent marginalized or underrepresented communities. Proactive engagement and transparency are essential in the formation of trust and in the building of community. In 2024, CSS built on existing partnerships and formed new ones. We welcome any and all opportunities to partner in initiatives that promote community and transparency.



## Parking & Transportation Services (P&TS)

### [Parking & Transportation Advisory Committee](#)

The Parking and Transportation Advisory Committee is a representative body composed of SCU students, faculty, and staff. The committee provides recommendations to senior leadership on all matters related to parking and transportation services on campus.

The Parking and Transportation Advisory Committee is charged with the following:

#### **Parking:**

- Annually review and propose changes and adjustments to the fee-based parking management system on campus.
- Review, and recommend changes to parking and transportation regulations, policies, procedures, services and programs.
- Review and revise the designation and allocation of parking spaces; advise on long-range planning issues involving parking.
- Review and provide feedback on proposals for the use of technology in implementing the campus parking program.
- Review and comment on long-term strategies to maintain existing parking facilities, and to acquire and/or redesignate new parking facilities.
- Serve as a component of the communication strategy for keeping the University community informed about parking and transportation issues.
- Provide an outlet for members of the community to present concerns and suggestions related to parking and transportation.



## **Transportation:**

Develop and enhance existing alternative methods of transportation programs for students and employees.

Provide support and/or advocacy to regional transportation initiatives and partnerships.

### **During the 2024-2025 academic year, the following topics were discussed:**

- Standardized EV charging experience across campus by replacing the limited Tesla EV charging stations with ChargePoint EV charging stations under SCU's EV charging pricing model
- Ongoing engagement with mass transit providers to provide subsidized fare options to SCU community members
  - Caltrain
  - VTA
- P&TS collaborated with ASG on pedestrian safety concerns over the usage of motorized coasting devices on campus.
  - P&TS hosted a co-sponsored Pedestrian Safety Awareness event with ASG in the Spring.
    - ALL P&TS advisory committee members were invited to attend.
- P&TS reviewed the Associated Student Government's S.R. 5 (2025) resolution, *Supporting Institutional Change Against Ableism*, with advisory members, and identified actionable ways to further support mobility-challenged individuals.
  - Accessibility concerns during events - P&TS continues to advocate for the purchase of two ADA golf carts to support elderly and mobility-impaired guests, especially during events of university importance such as SCU commencement ceremonies.

- **ADA-accessible door opener** was installed for both the interior and exterior front entrance doors of P&TS.
- P&TS also advocated for and successfully secured the installation of **ADA-accessible door openers** for both the interior and exterior front entrance doors of CSS.
- A new **ADA-accessible counter** was installed in the P&TS front office
- Proposal of a sliding scale tiered model for parking permit fees based on salary that is designed to make parking more equitable by adjusting fees according to a person's ability to pay.
  - P&TS suggested that a subset of the Parking & Transportation Advisory Committee, including a member with finance experience, may be helpful in continuing to move this project forward.
- Construction Laydown Areas: Concerns with parking availability due to several construction projects utilizing parking stalls for construction materials and equipment.
- Sean Collins, Associate Vice President of Operations presentation to the committee on the Vision Zero Working Group
  - Engagement with the city of Santa Clara about pedestrian safety around the campus perimeter.
  - P&TS sent out a survey to SCU constituents on behalf of the Vision Zero Working Group Zero that focused on traffic areas of concern within the city of Santa Clara
- The Development (Kapital Partners) at Park Avenue and Bellomy Street

## Parking and transportation-related thefts, impounds, and damages to vehicles

NUMBER OF INCIDENTS						
Month/Year	Bicycle Theft	Bicycle Impounds	Skateboard Theft	Hit & Run (Non-Injury)	Bicycle Parts Theft	Property Damage
July '24	2	17	0	0	0	5
August '24	1	0	0	0	1	4
September '24	3	0	0	1	1	10
October '24	8	0	1	1	0	17
November '24	3	0	2	1	3	14
December '24	0	0	1	0	0	7
January '25	0	0	0	2	1	16
February '25	2	0	2	0	0	5
March '25	1	0	2	1	1	9
April '25	4	0	2	0	1	16
May '25	4	0	2	1	0	28
June '25	1	0	1	0	0	23
<b>Total</b>	<b>29</b>	<b>17</b>	<b>13</b>	<b>7</b>	<b>8</b>	<b>154</b>

NUMBER OF INCIDENTS (cont'd)							
Month/Year	Scooter Theft	Theft from Vehicle	Vehicle Damage	Scooter Impounds	Skateboard Impounds	Vehicle Theft	Hit & Run (Injury)
July '24	0	0	2	2	0	0	0
August '24	0	0	3	0	0	0	0
September '24	0	0	3	0	0	0	0
October '24	6	0	5	1	0	0	0

November '24	0	0	10	1	0	0	0
December '24	1	0	1	0	1	0	0
January '25	0	0	3	0	0	0	0
February '25	0	0	2	0	0	0	0
March '25	1	0	3	0	0	0	0
April '25	4	0	3	0	1	0	0
May '25	2	0	1	1	2	0	0
June '25	1	0	4	0	1	0	0
<b>Total</b>	<b>15</b>	<b>0</b>	<b>40</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>

<b>TOTAL INCIDENTS</b>		
<b>Type of Incident</b>	<b>Number of Incidents '23-'24</b>	<b>Number of Incidents '24-'25</b>
Bicycle Theft	46	29
Bicycle Impounds	22	17
Skateboard Theft	17	13
Hit & Run (Non-Injury)	11	7
Bicycle Parts Theft	10	8
Property Damage	8	154
Scooter Theft	8	15
Theft from Vehicle	8	0
Vehicle Damage	8	40
Scooter Impounds	4	5
Skateboard Impounds	4	5
Vehicle Theft	4	0
Hit & Run (Injury)	1	0
<b>Total</b>	<b>151</b>	<b>293</b>



## **Safety Information (Bicycles, Scooters, Skateboards & Vehicles)**

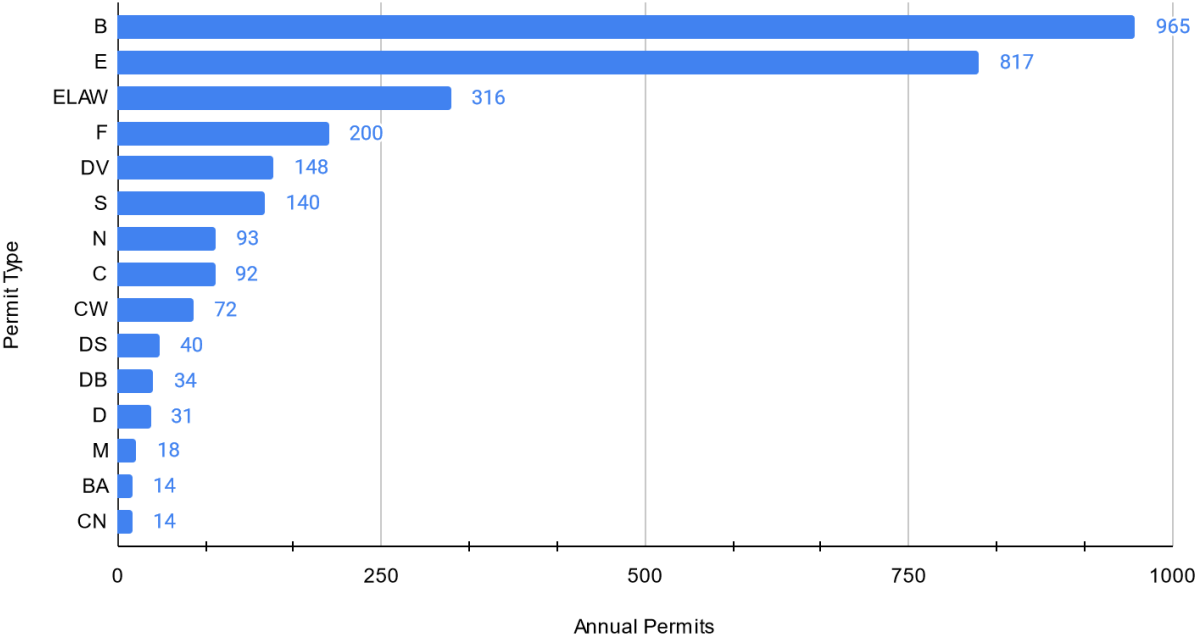
There are a total of 17 skateboards and 103 bike racks located across campus to reduce bicycle and skateboard thefts. In an effort to safeguard coasting devices and vehicles parked on campus, our department recommends the following:

- Ensure to lock up your skateboard when utilizing skateboard racks on campus
- Immediately report any thefts or damages to vehicles or coasting devices to Campus Safety Services
- Park vehicles and coasting devices in view of security cameras, if possible
- Register your bicycle through SCU's internal [Bike Registry](#)
- Register your bicycle with the [National Bike Registry](#)
- Secure your bicycle/scooter with an appropriate lock at bicycle racks.
  - P&TS recommends heavy-duty locks such as U-locks
- Utilize bicycle lockers located outside of Loyola Hall and SCDI

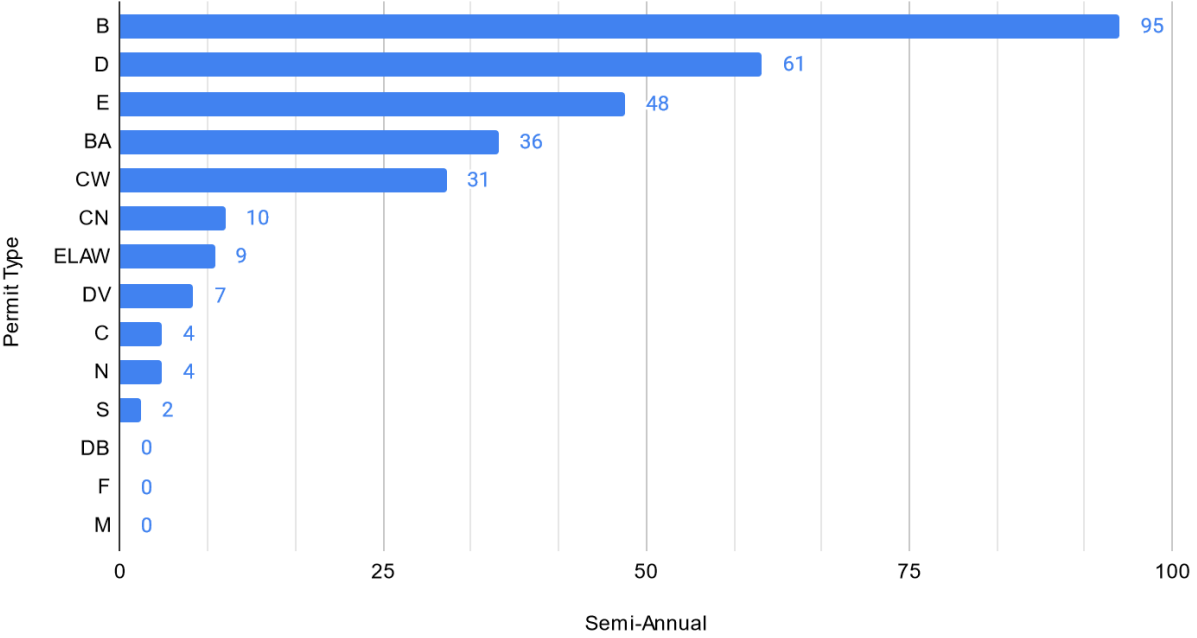
## Parking Permit Sales FY24 and FY25

Permit Type	Annual '23-'24	Semi-Annual '23-'24	Quarterly '23-'24	Annual '24-'25	Semi-Annual '24-'25	Quarterly '24-'25
B	801	66	74	965	95	50
E	597	144	124	817	46	70
ELAW	296	0	0	316	9	34
F	153	49	28	200	0	2
DV	200	25	14	148	7	22
S	125	15	30	140	2	1
N	38	8	43	93	4	4
C	166	9	29	92	2	2
CW	66	4	20	72	31	15
DS	30	1	5	40	137	172
DB	27	3	4	34	N/A	N/A
D	8	2	1	31	61	60
M	9	0	0	18	0	0
BA	17	0	121	14	36	52
CN	10	0	2	14	10	41
<b>Total</b>	<b>2543</b>	<b>326</b>	<b>495</b>	<b>2994</b>	<b>440</b>	<b>525</b>

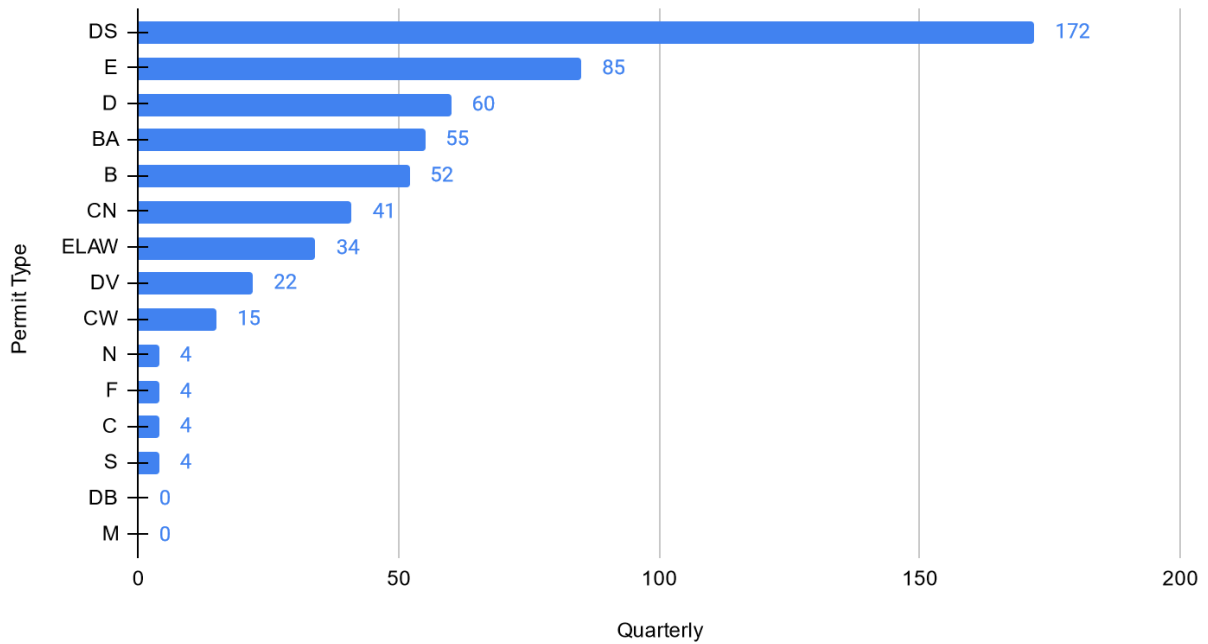
Annual (7/1/2024-6/30/2025)



Semi-Annual (7/1/2024-6/30/2025)



### Quarterly (7/1/2024-6/30/2025)



### Project Updates

- Accolti Way - Seal coat and restripe work
- Alviso Street - Repaired automatic gate barrier
- Acquisition of 2851 Park Avenue parking lot
  - Repavement, seal coat, restripe work and signage
- Benson Lot - Restripe work and signage
- Collaboration with ENVS 195 - SustainableSCU: Research to Action
  - Caltrain/VTA Feasibility project
- Cowell Parking Lot - Seal coat and restripe work
- Cowell Service Road - Restripe work



- Dunne Lot - Black out one reserved stall
- Facilities Visitor Lot - Restripe work and black out EV space
- Main Parking Structure - Speedbump installation
- Main Parking Structure - Shelving for storage
- Main Parking Structure - Removal and installation of delineators
- Main Parking Structure - Restripe work and signage
- Main Parking Structure - Remove and repair wheelstops
- North Parking Garage - Completion of the Bird Solar Project
- North Campus Garage - Removal of Tesla charging station and replacement with ChargePoint EV charging stations
- North Parking Garage - Restripe work and black out “O” stencils
- North Parking Garage - Wheelstop and curb repair
- Palm Drive - Addition of speed bumps
- P&TS worked with a traffic engineer with the city of Santa Clara to address concerns at major intersections to campus
  - Advocated for crosswalk flags at major intersections to campus
  - Deployed forty-five “Please Slow Down” lawn signs along internal campus streets
  - Advocated for a crosswalk at Alviso St. and Benton St.
  - Continues to address pedestrian safety through the Vision Zero Plan in collaboration with CSS and Facilities

- Santa Clara Service Road - Seal coat and restripe work
- Santa Clara Service Road - Loading zone and ADA restripe work
- Updated metal traffic and informational signs across campus
- University Villa - Removal and installation of signage and restriping work
- Varsi Parking Lot - Restripe work
- Visitor Lot - Curb repair
- Visitor Parking Stall Utilization Study
  - Restripe four service stalls into visitor parking stalls

### **Future Projects**

- Establish a partnership with two rideshare vendors to support the business needs of SCU community members and departments
- Installation of LED flashing stop signs
  - Main Parking Structure
  - North Campus Garage
- License plate recognition (LPR)
- Mobile payment option (AMP Park) to replace pay and display stations
- Proposal for the replacement of non-ADA golf carts with two ADA-compliant vehicles

- Proposal to install LED/solar flashing stop signs along internal campus streets to further promote safety initiatives
  - Franklin Street
  - Palm Drive
  - Santa Clara Service Road
  - Sherman Service Road
- Restriping of all loading zone spaces to 15 minutes
- Resurfacing of the asphalt in the Cowell parking lot

### **Community Engagement**

The following table highlights all events the P&TS department hosted or participated in during the 2024-2025 academic year:

<b>Community Engagement</b>				
<b>Date</b>	<b>Event</b>	<b>When?</b>	<b>Where?</b>	<b>What &amp; Why?</b>
7/15/24	Orientation Resource Fair	Monday 12:00 - 1:20 p.m.	St. Ignatius Lawn	SCU resource fair for incoming students and their families
7/18/24	Orientation Resource Fair	Thursday 12:00 - 1:20 p.m.	St. Ignatius Lawn	SCU resource fair for incoming students and their families
7/22/24	Orientation Resource Fair	Monday 12:00 - 1:20 p.m.	St. Ignatius Lawn	SCU resource fair for incoming students and their families
7/25/24	Orientation Resource Fair	Thursday 12:00 - 1:20 p.m.	St. Ignatius Lawn	SCU resource fair for incoming students and their families

Community Engagement				
Date	Event	When?	Where?	What & Why?
7/29/24	Orientation Resource Fair	Monday 12:00 - 1:20 p.m.	St. Ignatius Lawn	SCU resource fair for incoming students and their families
8/14/24	LAW-Lapalooza	Wednesday 4:00 - 5:00 p.m.	Charney Hall	Tabling for Law Students
9/5/24	Staff Fair	Thursday 2:00 - 4:30 p.m.	Locatelli & Alumni Park	Tabling for staff. Annual Parking Permit certificate raffled off.
9/21/24	Get Connected Resource Fair	Saturday 11:00 a.m. - 2:00 p.m.	Santa Clara Mall	A resource engagement opportunity for new students and their families.
9/26/24	Fall Involvement Fair	Thursday 6:00 - 8:00 p.m.	SCDI Courtyard and Alameda Mall	A resource fair for students to engage with departments and learn about services offered across campus.
10/30/24	P&TS Tabling event	Wednesday 9:00 - 11:00 a.m.	Kenna Trellis	Mexican bread "Pan Dulce" and Mexican Hot Chocolate for campus engagement
11/6/24	Benefits Expo	Wednesday 10:00 a.m. - 12:00 p.m.	Locatelli	The Benefits Expo gives faculty/staff an opportunity to interact with all that SCU has to offer in regards to benefits
11/27/24	CSS Friendsgiving	Wednesday 4:00 - 6:00 p.m.	CSS	2nd Annual Friendsgiving Event for those staying on campus for the Thanksgiving break. Hosted approx.



Community Engagement				
Date	Event	When?	Where?	What & Why?
				60 people
2/7/25	P&TS Volunteering with Santa Maria Urban Ministries	Friday 8:00 - 11:00 a.m.	778 S Almaden Ave, San Jose, CA 95110	Food sorting and distribution to San Jose community members.
2/12/25	Winter Greek Forum	Wednesday 5:30 - 6:30 p.m.	California Mission Room	Tabled with CSS as a resource
2/21/25	Family Weekend Resource Fair	Friday 2:30 - 5:00 p.m.	St. Ignatius Lawn	Family Weekend Tabling
3/28/25	Spring 2025 Online Graduate Business Residency	Friday 12:30 - 1:30 p.m.	Lucas Hall Library	Tabling with CSS as a resource
4/17/25	In One Instant - PSA April -Distracted Driving Awareness Month	NA	NA	Email Announcement to SCU Community
5/8/25	National Bicycle Safety Month - May	NA	NA	Email Announcement to SCU Community
5/14/25	Pedestrian Safety Awareness Event	Wednesday 11:00 a.m. - 1:00 p.m.	Alameda Mall	Raising awareness about pedestrian safety to reduce accidents on campus



# Section Three

## Emergency Planning & Clery Act Compliance

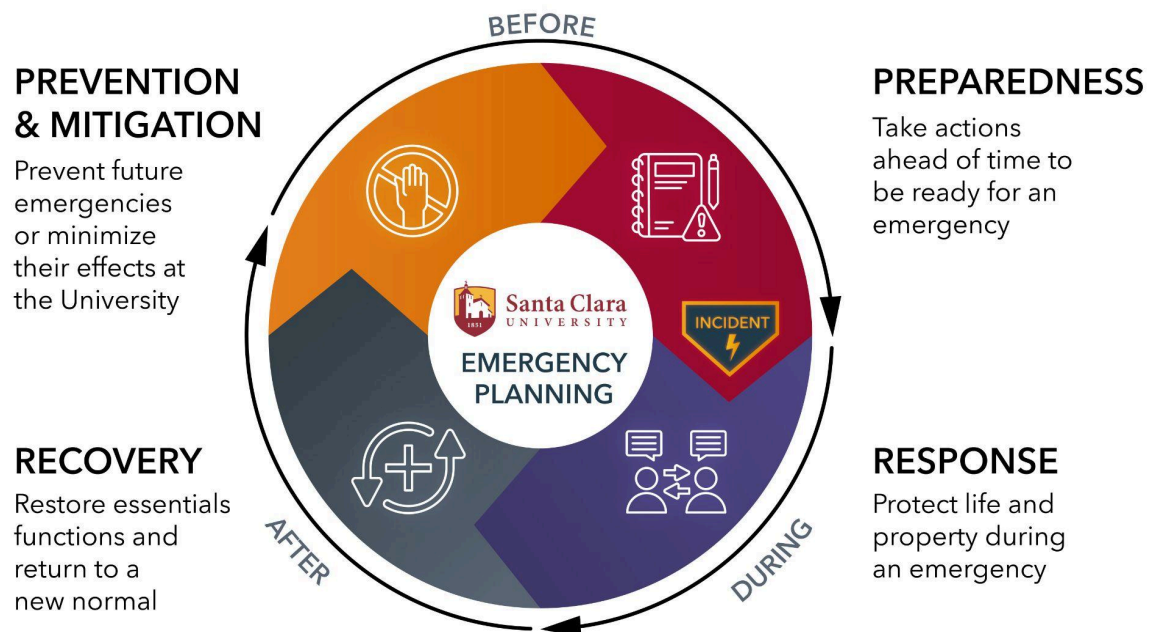
# Emergency Planning & Clery Act Compliance

Emergency Planning at the University is guided by three core principles:

1. **Be Prepared for an Emergency**
2. **Stay Safe During an Emergency**
3. **Stay Safe After an Emergency**

Within Emergency Planning, there are four key phases:

## FOUR PHASES OF EMERGENCY MANAGEMENT



Each of these phases is critical to keeping our campus community informed, prepared, and resilient.

The Emergency Planning Manager develops projects that are proactive in their goals for the campus community. The mindset is to protect life and property through best practices, using all available tools and resources.

**Over the past year, the following projects have been created or updated:**

- Additional enhancements to SCU Bronco Alert to include the increase of the SMS Text communication mode to a 600 character limit. This allows for a larger, single alert message without the need to utilize the URL feature.
- During major events, Campus Safety Services deployed temporary barriers at key campus access points to prevent unauthorized vehicle entry and protect pedestrian areas. This strategy ensured safety while maintaining clear emergency routes, in coordination with Parking & Transportation Services, Facilities and event staff.
- Begun the final revisions for the Jesuit School of Theology's Emergency Operations Plan.
- Added Emergency Evacuation Devices ("Quick Litters") and accompanying signage to the main campus Library, Kenna Hall, Benson Memorial Center, and O'Connor Hall. At JST, 4 Emergency Evacuation Devices were distributed for installation.
- Developed an Individualized Emergency Evacuation Plan (IEEP) for campus community members at the main campus and JST with access and functional needs. The IEEP is a customized plan developed to ensure the safe evacuation of persons identified in the plan.
- Successfully transferred all Campus Safety cell phones to AT&T's FirstNet<sup>1</sup> network. Upgraded the Dispatch cell phone to an iPhone 16e, and configured it to be used as backup communications when the campus phone network goes down.
- Began work to identify installed campus signage denoting Areas of Refuge/Rescue for both CSS and Santa Clara Fire. This project will look at compliance requirements where signage is present, as well as additional locations on campus where new Areas of Refuge/Rescue could be installed.

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<sup>1</sup> FirstNet is a nationwide, high-speed wireless communications network dedicated to first responders and public safety agencies during emergencies.

- Conducting several small group training sessions for Hands Only CPR and STOP THE BLEED (traumatic bleeding control). Focusing on AED familiarity and use with training equipment that includes a direct feedback mannikin and training tourniquets.
- In addition to the California Mission Room Occupation and Vote Center Disruption tabletop exercises, we conducted Emergency Operations Center tabletop exercises by each section for an anonymous Bomb Threat scenario.
- Updated the CSS “Go Packs” at Dispatch to include an itemized hard key list and formalized “Go Pack Deployment Tracking Policy and Procedures”. This will allow for rapid distribution to police and fire units during a large-scale incident on campus where independent campus access will be needed by responding units.
- Launched a bi-monthly newsletter, CSS in Five, featuring timely and concise content designed to be read in five minutes or less.
- Developed “In Case of Emergency” signage to be piloted in the Library. This signage will advise shelter-in-place and locked down common room occupants of their location, emergency contact information, and the ability to complete a QR code linked survey that will advise CSS of who is in the room.
- In coordination with the Readiness and Emergency Management for Schools Technical Assistance Center (REMS TA), a day-long training session was held on July 1st that focused on developing and revising our current Emergency Operations Plan. Attendees were members of the EOC and other campus stakeholders involved in emergency response.
- Emergency Evacuation Device equipment and signage were added to several campus buildings, accompanied by hands-on training sessions for student workers, staff, and faculty.
- For the campus community members with Access and Functional Needs, we have created an Individualized Emergency Evacuation Plan (IEEP) form to ensure tailored support and safe evacuation procedures during emergencies based on each individual's unique needs and circumstances.

- Campus Safety Services led a tabletop exercise simulating a residence hall evacuation and emergency shelter setup at the Leavey Center. The drill tested evacuation, shelter logistics, and coordination across campus departments, enhancing SCU's readiness to support displaced students in emergencies.
- Santa Clara University Emergency Planning is actively exploring the integration of the what3words geolocation system in partnership with Santa Clara 911 Communications. This initiative aims to enhance emergency response coordination by enabling community members to provide precise, three-word location references. This can improve accuracy and response times during campus incidents.

## **SCU Bronco Alert**

All SCU active students, staff, and faculty are automatically enrolled in [SCU Bronco Alerts](#), which consists of emergency notifications, timely warnings, and other types of safety messaging.

*Emergency Notifications Scope: Wide focus which may include Clery Act crimes - Alerts the campus community about significant emergencies or dangerous situations.*

*Timely Warnings Scope: Narrow focus on Clery Act crimes - Alerts the campus community about crimes that pose a serious or continuing threat to safety.*

Updates to SCU Bronco Alert further enhancements to include a new header graphic and copy for Timely Warnings that explain the alert's intent, content matter, and use of physical descriptors:



## -SCU BRONCO ALERT-

### TIMELY WARNING



#### **SCU Bronco Alert** sent by Campus Safety Services

Main Parking Garage - First Floor  
Emergency Phone: 408-554-4444  
Non-Emergency Phone: 408-554-4441  
Email: [campussafety@scu.edu](mailto:campussafety@scu.edu)

Timely warnings are released by the Santa Clara University Campus Safety Services Department when certain crimes are reported on or near campus property, in compliance with federal law, these timely warnings provide information about campus safety, and allow campus community members to take precautions. The reported information may not have been investigated or confirmed at the time the issuance of the warning.

Physical descriptions of a suspect, including race, are included in timely warnings only when they provide several details that might help distinguish the suspect's appearance from the general population.

Learn more about the SCU Bronco Alert companion app, "Rave Guardian" [HERE](#)

**A total of 44 SCU Bronco Alerts were sent from July 2024 to July 2025.**

## Operational Messaging

In cooperation with Rave Mobile Safety, the University now has the use of a specific phone number for non-emergency messaging, or "10DLC". This is a channel created by mobile carriers for business-to-consumer, or Application-to-Person (A2P), SMS messaging over local landline phone numbers.

"All major carriers in the U.S., including Verizon, AT&T and T-Mobile are offering carrier-supported Application-to-Person (A2P) 10DLC. This requirement means that each entity that sends text messages needs a uniquely identifiable phone number. Legacy long-digit codes and shared short codes could be blocked, even penalized, if standards are not met." - Rave Mobile Safety

## University Website Banners, and RSS Feeds

SCU Bronco Alerts, in certain circumstances, can be delivered as banners across the scu.edu website. This is accomplished through TerminalFour with UMC staff overseeing the content, posting, and removal of all banner content.

## The Rave Guardian App

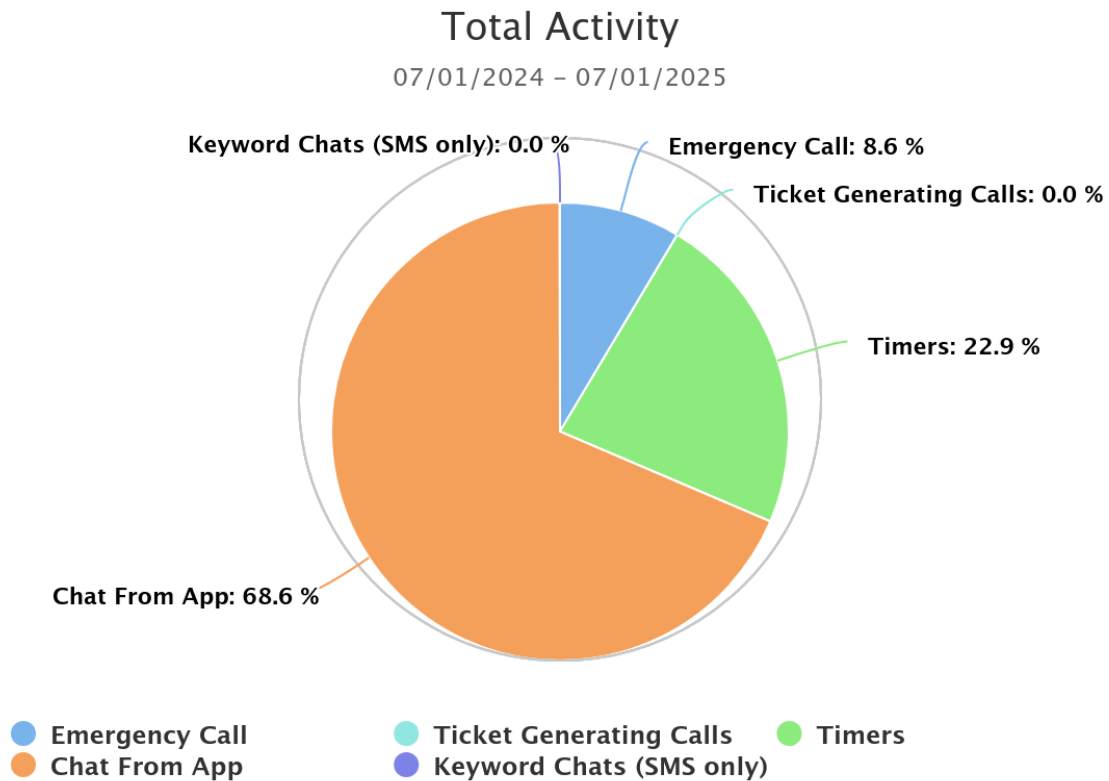
The [Rave Guardian app](#) is an effective way for students, staff, and faculty to communicate with Campus Safety via a smartphone. With this free app users can:

- Set a Safety Timer - Notify people they trust to check in on them if alone or in an unfamiliar place. Set a timer as an escort as they walk to class or across campus. If the timer is not deactivated before expiration, Campus Safety will be notified to contact the user.
- Manage & Message Guardians - Users can invite family, friends, or others to be their Guardian, and communicate with them within the app as needed.
- Easy Emergency Communication - Users can call CSS directly for help if they are in trouble. If enabled, the app delivers the user's complete caller profile and also sends GPS coordinates pinpointing where the call was made.
- Make Anonymous Crime Tips - Users can send crime tips and pictures using the app. Campus Safety dispatchers will assess the information. If help is needed immediately, CSS personnel will be dispatched without delay.

As of July 1st, there are a total of 674 campus community members who have downloaded the Guardian App.



## Guardian App Usage: Total Activity



## Bronco Response Team (BRT)

Following an emergency, [Bronco Response Team \(BRT\)](#) members will lead building evacuations, assist building occupants with complying with lockdown orders, and report the building status to emergency responders and/or the Emergency Operations Center.

The BRT is not a policy group but will make recommendations to the Emergency Planning Manager for the improvement of current methods.

## Emergency Operations Plan Revision

CSS is currently working on a strategic revision of its Emergency Operations Plan (EOP) to align more closely with national best practices and the REMS TA Center planning model. As part of this effort, we are expanding the EOP to include dedicated functional annexes that detail essential emergency functions. These include evacuation, shelter-in-place, accounting for all persons, communication and warning, and continuity of operations (COOP). These annexes will provide clear, actionable procedures that can be activated across a variety of emergencies, ensuring a consistent and coordinated response.

In addition to functional annexes, we are also developing threat and hazard-specific annexes tailored to SCU's unique risk profile. These will address emergencies such as earthquakes, wildfires, cyberattacks, active threats, and hazardous materials incidents. Each annex will include goals, objectives, and courses of action for before, during, and after the event, ensuring that our emergency planning is comprehensive, flexible, and ready to support the entire campus community during a wide range of incidents.

This [MATRIX](#) outlines when specific components of the University's Emergency Operations Plan (EOP) are activated. It distinguishes between the activation of the full EOP, functional annexes, threat and hazard-specific annexes, and the Continuity of Operations Plan (COOP). It helps EOC membership quickly understand the purpose, triggers, and examples for each plan component.

## Emergency Blue Phones

[Emergency Blue Phones](#) have been strategically placed throughout the University campus to provide a direct connection to the CSS Dispatch Center. Certain Emergency Blue Phones (also referred to on the map as "Talkaphone with Giant Voice") have external audio capabilities to broadcast SCU Bronco Alerts throughout campus.

These speakers are placed to maximize sound transmission in and around buildings when an alert is issued. Quarterly tests of the "Giant Voice" capability began to ensure that volume and recording clarity were acceptable to be disseminated during a real world activation.

## Incident Action Plans

The purpose of an [Incident Action Plan](#) is to identify and mitigate any potential risks associated with the planning, implementation and successful completion of an event occurring on the University's campus.

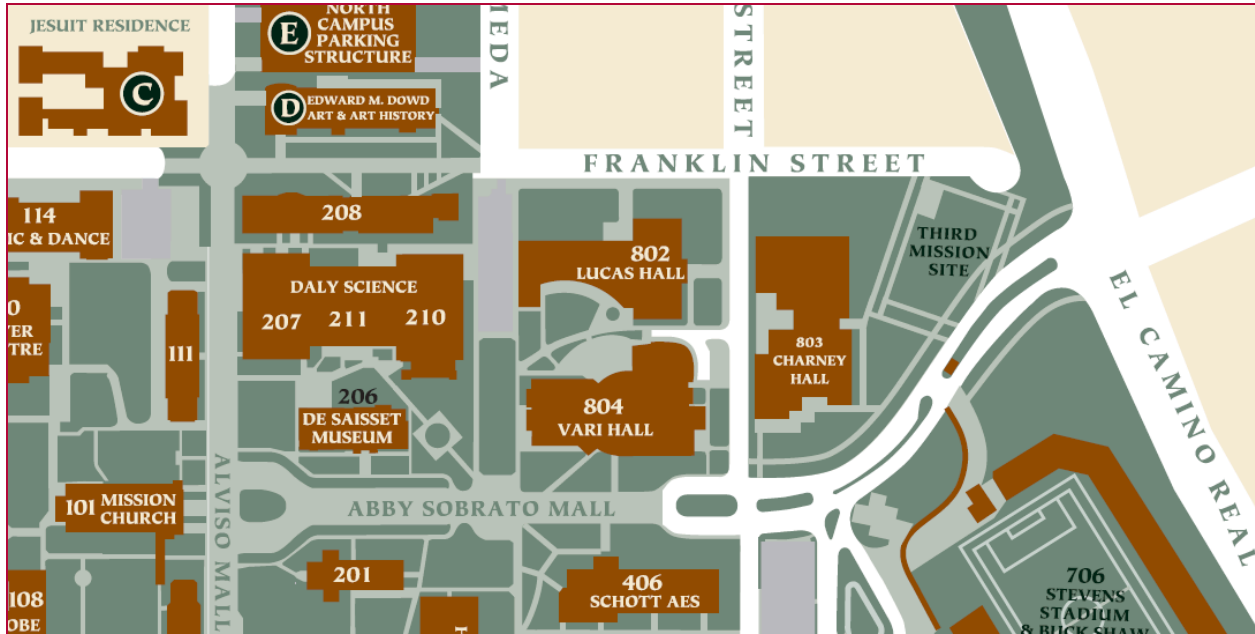
University employees who are planning and coordinating an event should be committed to ensuring that all guests, campus community members, and emergency personnel are able to clearly understand actions to take in case of an emergency during the event.

## Emergency Assembly Points (EAPs)

The University [EAP's](#) are designated areas on campus, which are to be used in the case of emergency situations. They are intended to provide a safe area for individuals while waiting for emergency personnel to respond. Characteristics of EAPs include the following:

- Open areas - a minimum of 40' away from buildings
- Easily and safely accessible
- Large enough to accommodate all building occupants
- Located away from power lines, poles, trees, gas lines, and vehicles
- Accessible to emergency medical personnel

For large marquee events like Commencement, existing and temporary EAPs are added to the SCU Bronco Alert template content. For example, the Latitude and Longitude are found and linked via Google Maps so that the alert recipient can simply tap on the link in the alert and be shown where the EAP is designated on campus.



## Automated External Defibrillators (AEDs)

For cardiac-related emergencies, there are over 60 [Automated External Defibrillators \(AEDs\)](#) placed throughout campus. Proper AED use is part of the AHA Out-of-hospital Chain of Survival that can improve chances of survival and recovery for victims of cardiac arrest. A growing number of SCU campus community members have been trained in CPR and AED use.

The CR2 model AEDs give [hands-only CPR](#) instructions in both English and Spanish. This, coupled with non-certification training being offered by the Emergency Planning Manager on hands-only CPR, may better prepare campus community members to act quickly and efficiently during medical emergencies.



## Bleeding Control Kits

A growing number of AED cabinets on campus contain bleeding control kits. Each kit provides "non-traditional" lay responders a compact kit with the means and ability to stop life-threatening bleeding and provide basic, potentially life-saving care prior to the arrival of professional rescuers. Look for the "Bleeding Control Kit" decal on the exterior of the AED cabinet.

The Emergency Planning Manager also offers a "[STOP THE BLEED](#)" certification course. According to the program's official website:

"By learning how to STOP THE BLEED®, you'll gain the ability to recognize life-threatening bleeding and act quickly and effectively using three simple techniques to control it."

### **These kits include the following:**

- 1 SWAT-T Tourniquet
- 1 Pair Nitrile Gloves
- 1 CPR Face Shield
- 2 ABD Pads, 5" x 9"
- 2 Rolled Gauze, 3" x 5yds
- 1 Triangular Bandage w/ 2 Safety Pins, 40" x 40" x 56"
- 1 Mini-Sharpie
- 1 Casualty Card
- 2 Resealable Bags
- 1 Rescue Blanket
- 1 Trauma Shears, 5.5"
- 1 Medic Reinforcement Tape, 2" x 100yds
- 1 Immediate Action Card
- 1 Safety Pin, 1.5"

## Smart Device Emergency Preparation

With new and evolving technologies available at our fingertips, we are always considering ways that we can leverage these products in the event of an emergency.

Instructions for both iOS and Android users have been added to the Emergency Planning site for campus community reference.

## Emergency Lockdown & Shelter-in-Place

Guidelines contained in a graphic have been added to advise the campus community on what to do in the event of a Shelter-in-Place or a Lockdown event on campus. Each situation is distinct and will present unique challenges to our campus community. The most important aspect in both a Shelter-in-Place and Lockdown event is to put safe, effective barriers between you and the threat. Printable [Shelter-in-Place vs. Lockdown](#) Comparison Graphic.

## Clery Act Compliance

To comply with the [Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act](#), SCU is required to compile and publish an Annual Security & Fire Safety Report (ASR) for statistics regarding the occurrence of fires or certain criminal offenses reported to campus safety, local law enforcement, or a designated Campus Security Authority (CSA). CSAs, per the Clery Act, include all employees who have significant responsibility for student and campus activities. CSAs must promptly report all criminal offenses that occur on properties owned or controlled by the University to CSS.

The Compliance Associate, along with the Emergency Planning Manager, prepares the ASR each year. Several University offices, and public agencies, including Campus Safety, Risk Management and Compliance, the Office of Student Life, the Office of Equal Opportunity and Title IX, and local law enforcement provide the required Clery Act Crime statistics for the ASR.

The purpose of the ASR is to provide vital safety information, such as crime statistics and fire and safety data, to the campus community and to inform current students and

employees, prospective students and their families, and prospective employees of the many ways in which the University strives to keep this community safe. Statistics from the most current ASR for both the main campus and the Jesuit School of Theology can be found below:

- [2024 Annual Security & Fire Safety Report - Main Campus](#)
- [2024 Annual Security & Fire Safety Report - Jesuit School of Theology](#)
- [DFSCA Annual Notification 2024-25](#)

## **Summary of Compliance Projects**

### **CSA Identification Project**

A full review of over 700 job descriptions from HR, with explanation as to why a position either is or is not a Campus Security Authority. Based on this review, CSAs will be notified of their role and trained on their responsibilities.

### **Hazing Status Report**

Policy Review, Legislative Alignment, and Implementation Planning - Completed a full review of the University's current hazing response, attended eight trainings on the state and federal Stop Campus Hazing Acts, updated Clery webpage/resources/internal CSS processes to include hazing as a Clery crime, reviewed training options to comply with new legislation, worked with the Office of the General Counsel on the updated policy prohibiting hazing, and created recommendations for next steps and division of responsibilities.

### **Vector Solutions Tile in MySCU Portal**

Worked with various campus partners including HR, Title IX, Cyberinfrastructure Technologies, etc. to have a tile added to the MySCU Portal for Vector Solutions, the site that houses several training modules used across campus. This will help staff, faculty, and students locate Vector and complete their required training modules, to further compliance efforts.

### **AB 2193 – California Stop Campus Hazing Law**

Reviewed statutory requirements under AB 2193, which amended California Education Code to mandate greater institutional transparency and reporting related to hazing incidents. Worked with the Office of the General Counsel and Student Life to ensure SCU's policies and procedures align with these updates, particularly around public reporting and response protocols.

### **H.R. 5646 – Federal Stop Campus Hazing Act**

Reviewed the provisions of H.R. 5646 with a focus on required notification procedures, inclusion of hazing in Clery-reportable crimes, and the integration of hazing prevention education into campus safety programming. Incorporated relevant elements into SCU's compliance planning, including updates to internal processes and training recommendations.



## Appendix A: Community Engagement in Pictures



### Donuts, Pan Dulce & Hot Chocolate - 10/30/24

Campus Safety Services staff host a community engagement table at Kenna Trellis with donuts, pan dulce and Mexican hot chocolate for passersby, surrounded by festive decorations.





### Annual CSS Friendsgiving - 11/27/24

Students and Campus Safety Services staff gather at the CSS office for the 2nd Annual Friendsgiving event. Attendees are smiling and enjoying a shared meal in a warmly decorated space.