CLEVELAND STATE UNIVERSITY

Police Review Task Force
Final Report: Findings and Recommendations

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Executive Summary

The Cleveland State University Police Department

Founded in 1964, Cleveland State University (CSU) is a comprehensive, 4-year, public urban research institution situated on 85 acres on the eastern threshold of downtown Cleveland, the second largest, most racially/ethnically diverse city in the state of Ohio, with a population of 383,781 (US Census, 2018, ACS 1-Year Estimates). The university's 17,250 undergraduate and graduate student population is the most diverse among Ohio's 14 public 4-year institutions. The university has transformed in recent years from a commuter school to a more residential campus with 2 residence halls housing more than 1,000 students on campus and a growing number of near-campus housing options in the emergent Campus District and downtown housing markets.

The Cleveland State University Police Department (CSUPD), established in 1970, is a full-service law enforcement agency exercising full police powers as prescribed by the Ohio Revised Code, 3345.041 and a Memorandum of Agreement with the City of Cleveland Division of Police. The CSUPD currently has 25 full-time sworn officers, 8 non-sworn security officers, 8 non-sworn telecommunications dispatchers, and 3 non-sworn administrative staff. An additional 5 part-time sworn officers work special events. The department's patrol area encompasses an area from East 30th Street to East 13th Street and Prospect Avenue to Payne Avenue with more than 40 buildings on campus.

The Scope of This Assessment

In the wake of the police-involved killing of George Floyd and the ensuing historic mass demonstrations and protests calling for racial and social justice and police reform, in Cleveland and cities and towns across the US and around the globe, President Harlan Sands convened a special task force to, "*review and update as necessary our police procedures regarding use of force and bias-free policing,*" (Sands) and "*produce a comprehensive report with (4-5) high-impact, meaningful, actionable recommendations that will enhance the safety and security of our CSU community,*" (Sands, 6/12/20; 7/7/20). This assessment of the CSUPD is broad and comprehensive in scope, with particular attention to all policies related to critical incidents involving police encounters that affect the life, liberty, and well-being of people the police encounter (Walker & Archbold, 2020).

Key areas of focus in the assessment include review of the CSUPD mission statement, the state ordinance establishing university police agencies and the memorandum of agreement with the Cleveland Division of Police. The assessment also includes examination of the department's organizational structure, staffing, and its demographic composition. It also entailed a thorough review of the standard operating procedures and all written policies on critical incidents, with particular attention to Use of Force/Deadly Use of Force policies, the Use of Force Continuum, and de-escalation protocols and training.

Analysis of archival data on calls for service, arrests, and traffic stops were conducted, examining each dataset for frequency of the type of police interaction, demographics of the members of the public involved, police actions taken, and the outcome of each case. In addition, community members both on campus and from the surrounding community were engaged and solicited for their input and insights into interactions with members of the CSUPD, and an examination of the officer complaint/commendation system was conducted, assessing its openness, accessibility, integrity, and transparency as well as its use as an Early Warning System to inform training needs. Each component of this assessment often led to additional levels of analysis and scrutiny, in order to ensure that the CSUPD adhere to the highest standards of respect, integrity, accountability, and professionalism in all of its interactions with members of the public it serves.

The Steering Committee

The CSUPD Review Task Force was comprised of individuals from diverse backgrounds and professions, representing a broad cross-section of CSU and the Greater Cleveland, Northeast Ohio community. The task force included representatives from academia, law enforcement, the clergy, the public, non-profit, and business sectors. Dr. Ronnie Dunn, Interim Chief Diversity Officer, and Lee Fisher, Dean of the Cleveland-Marshall College of Law, were co-chairs, and the task force members were:

- Hassan Aden – 21st Century Police, Consultant
- Renee Betterson – President, CSU Student Government Association
- Marc Byrnes – Chairman Emeritus, Oswald Companies
- Phyllis Seven Harris – Executive Director, LGBT Center Cleveland
- Dr. Stephanie Kent – Professor, Sociology
- Rev. Dr. Stephen Rowan, Esq. – Senior Pastor, Bethany Baptist Church
- Victor Ruiz – Executive Director, Esperanza
- Roger Smith, Esq. – Administrator, Office of Professional Standards, City of Cleveland
- Sean Smoot – 21st Century Police, Consultant
- Chief Anthony Traska – Cleveland State University Police Department

The subcommittee assignments are listed in the table below, and staff members from the Division of Diversity, Inclusion and University Engagement, noted with an asterisk, were added to provide subject matter and administrative support:

Policy & Training Review	Data Analysis	Community Engagement	Accountability & Oversight
Hassan Aden	Dr. Ronnie Dunn	Dean Lee Fisher	Sean Smoot
Chief Traska	Dr. Stephanie Kent	Phyllis Harris	Rev. Stephen Rowan
*Celeste Ribbins	Victor Ruiz	Renee Betterson	Roger Smith
	*Dr. David Elliott	Marc Byrnes	*Dr. Mittie Jones

*indicates Division of Diversity, Inclusion & University Engagement Staff support

Approach and Methodology

CSU engaged 21st Century Police (21 CP), a nationally renowned police reform consulting firm, to collaborate with the task force members who are volunteers appointed by President Harlan Sands. The task force members were assigned to one of four subcommittees based on their areas of expertise, community representation, and preference. The subcommittees and their areas of responsibility were:

Policy & Training Review – reviewed the state ordinance governing university police agencies, CSUPD's mission statement, critical incident policies, e.g. Use of Force/Use of Deadly Force, crowd-control, First Amendment/Freedom of Speech policies and practices, and de-escalation and bias-free policing training.

Data Analysis – examined data on calls for service, arrests, traffic stops, investigatory stops, and racial/ethnic demographics of subjects of respective police actions for trends and patterns.

Community Engagement – used qualitative and quantitative research methods to obtain campus and community stakeholder input relative to interactions with, and perspectives of, CSU PD.

Accountability & Oversight – examined the officer complaint and commendations system for the number, types, and frequency of complaints/commendations, and the objectivity, integrity, and final disposition of investigations. The complaint process was assessed for its openness, accessibility, and transparency, and its use as an Early Warning System to inform police training.

The Major Recommendations

1. Use of Force: Revise all use-of-force policies to include de-escalation and define what it means as a guiding principle for officers to follow. Prohibit choke holds unless deadly force is necessary.

2. Bias-Free Policing:
    a. Strengthen CSUPD's commitment to bias-free police practices to include principles of equity, respect, courtesy, and professionalism. Restrict the circumstances when an officer may consider individual persons' characteristics for investigative purposes and in establishing reasonable suspicion and probably cause.
    b. Revise traffic stop/enforcement policy to specifically prohibit the use of race, ethnicity, gender, sexual orientation/identity, religious background, ability, veteran status, or any other sociodemographic characteristic as the basis for a traffic stop/citation.
    c. Require the uniform collection of sociodemographic data on all police-initiated traffic stops, including those in which a warning is given in lieu of a traffic ticket. This data should be compiled and analyzed for racial/ethnic and other forms of bias, and a public report should be produced annually.
    d. Draft an updated policy providing guidance to CSUPD staff regarding interactions with transgender, intersex, and gender non-conforming individuals. The work group is already working on a new draft for consideration by the CSU administration. Just as importantly, training needs to be provided to all CSUPD staff (sworn and non-sworn) to familiarize them with the protocols to keep the encounter respectful and to use the appropriate terminology when addressing people.

3. Body-Worn Cameras: CSUPD sworn officers equipped with body-worn cameras should record all contacts that do not fall into the "Prohibited Activations" section.

4. Provide Ongoing In-Service Training:
    a. Cultural competency
    b. Bias-free policing
    c. Interactions with all marginalized individuals and populations
    d. Crowd control
    e. De-escalation
    f. Customer service training with a special emphasis on training with respect to student interactions in consultation with the Dean of Students and Residence Life Directors.
    g. Weaponization of complaints against persons of color.

5. Campus Safety:
    a. Given CSU's downtown location and immediate surroundings, install a sufficient number of external-facing cameras to ensure comprehensive coverage from multiple angles of all streets and sidewalks adjacent to the CSU campus.
    b. Provide a more visible uniformed presence within all campus buildings to include the CSU residence halls, as well as be a safety resource to the campus community inside of the buildings. Create a greater balance between the sworn and non-sworn officer staffing levels by shifting more resources to non-sworn security officer staffing.
    c. Create a public awareness campaign around the weaponization of police against persons of color.

PILLAR 1: REIMAGINING PUBLIC SAFETY AT CSU

Considerable thought and work went into the development of a modern mission statement for the CSUPD. The proposed new mission statement reads as follows:

> *The Cleveland State University Police Department is committed to providing a safe working, living, and learning environment by embodying the principles and best practices of community policing. We support the University's academic, financial, and community priorities by maintaining a safe, peaceful, and orderly campus.*

The chart below reflects the majority of the policies reviewed by the Task Force:

	Policy Name	Findings	Recommended Changes
	Mission Statement	• The CSUPD mission statement is long and difficulty to remember.	• Shorten. • Add language regarding commitment to community policing practices
1.07	Biased-Based Policing	• Purpose statement should confirm agency position on bias-free policing practices. • Examples needed on when limited use of characteristics can be used in policing.	• Enhance purpose statement to include equitable treatment of everyone. • Add specific examples of characteristics.
1.08	Use of Force	• Policy needs de-escalation requirements to include examples. • Deadly force definition should be broadened to include specific examples. • Definition of "objectively reasonable" should be clarified. • Needs clarifying language on chokeholds and duty to intervene.	• Add de-escalation, prohibition on chokeholds unless deadly force is necessary. • Add specific examples of what deadly is, e.g., firearm discharges, knee drops to head and neck, chokeholds, etc. • Add definition of de-escalation techniques to as guiding principles. • Define "duty to intervene with examples and consequences from failing to intervene.
1.09	Conducted Electrical Weapons	Policy needs de-escalation requirements to include examples across all use-of-force policies.	Add definition of de-escalation techniques as guiding principles.
1.10	Use of Force – OC	Policy needs language consistent with other use-of-force policies.	• Add de-escalation, prohibition on chokeholds unless deadly force is necessary. • Add specific examples of what deadly is, e.g., firearm discharges, knee drops to head and neck, chokeholds, etc.
1.11	Traumatic Incident Procedures	• Should include language that recognizes critical incidents that occur on- or off-duty. • Definitions section should have clear explanations of critical incidents and PTSD, including some examples.	• Add "on duty" and "off duty" to definition section. • Add examples and clear definitions for each category.
26.03	Disciplinary System	• Policy statement needs to be clarified. • Training as a function of discipline should have final approval of the Chief of Police. • Policy implies that discipline is removed from employees' file after 18 months.	• Revise policy statement to emphasize the system is a structured, unambiguous, and fair disciplinary system. • Require Chief of Police as final approver for training to be used as a function of discipline. • Revise language about removing discipline from employees' files.
26.04	Internal Affairs	*See accountability section	
35.01	Performance Evaluations	Evaluation periods are different for FOP police officers than the rest of the employees.	Revise language to clearly identify evaluation periods for all employees.
35.02	Personnel Early Warning System	Annual review periods for behaviors that require early-warning intervention should be clearly identified.	Add time periods that supervisors are required to examine.
41.03	Pursuit of a Motor Vehicle	Grammar and word arrangement in some sections need corrections.	Make grammatical corrections
41.08	Body Worn Cameras	*See Body-Worn Camera section	
46.01	Critical Incidents	Policy addresses emergency operations planning and incorporates the NIMS Incident Command Structure (ICS).	

PILLAR 2: STRENGTHENING COMMUNITY TRUST AND CONFIDENCE

Interviews were conducted with 25 campus and community stakeholders in order to obtain their input relative to interactions with and perspectives of the CSUPD. The interviews included CSUPD sworn police officers, non-sworn security officers, dispatchers, the Commander of the Cleveland Police Department Third District, Campus Security Authorities (CSAs), student leaders, and leaders of areas homeless shelters (*see list of interviews below).* In addition, two surveys of students were conducted: one by the Student Government Association (SGA), to which 53 students responded, and one by the Cleveland Chapter of the Ohio Student Association, to which approximately 30 students responded. *(See survey results below and attached.)*

The Department's 25 sworn police officers are commissioned by the state of Ohio with the same police powers as a municipal police officer, including the power of arrest within the jurisdiction of the University (Payne Avenue - north to Carnegie Avenue - south, East 30th - east to East 12th - west). The sworn officers include the command officers, first-line supervisors, and patrol officers.

Non-sworn security officers provide safety escorts and other lower-risk tasks such as securing buildings after hours, and patrolling campus parking areas.

Dispatchers are certified to operate computers interfaced with the Law Enforcement Data System (LEADS), the National Crime Information Center (NCIC), and other local, state, and national law enforcement agencies for the exchange of information that is vital to the operation of a police department. Dispatchers receive more than 50,000 phone calls per year requesting police services such as facilities access, investigation of suspicious activities, and emergency assistance. They provide all necessary communication for University Facility Operations personnel during non-business hours.

Campus Security Authorities (CSAs) are university faculty and staff members with "significant responsibility" for students and campus activities. CSAs are campus officials who manage or otherwise oversee student and campus activities. CSU CSAs include campus activity advocates and coordinators, advisors of student organizations, Residential Life staff, Student Affairs officials, and Health Services staff.

Community Engagement Stakeholder Interviews and Surveys

INTERVIEWEES	DATE

CSUPD Command Staff:
    Lt. Beverly Pettrey (sworn)
    Capt. Scott Secor (sworn)
	September 17

CSUPD First Line Supervisors:
    Sgt. Eaton Jones, Security Supervisor (non-sworn)
    Sgt. Thomas Jones (sworn)
    Sgt. Kenneth Lewis (sworn)
    Sgt. Michael Rebenock (sworn)
    Sgt. Antonio Taylor, Security Supervisor (non-sworn)
	September 18

Dorothy Todd, 3rd District CPD Commander	October 22
Shannon Greybar Milliken, VP of Student Affairs, Dean of Students	October 26
Sean Ries, Executive Director, Campus Support Services	October 30
Jeremiah Swetel, Executive Director, Facilities Services	November 10
Samantha Sharkey, Resident Director, Fenn Tower, Euclid Commons	November 10
Aaron Kyser, CSUPD Supervisor, Dispatch Communication (non-sworn)	November 10

FOP Representatives
    Officer John M. Calabrese (sworn)
    Officer Edward Haramia (sworn)
    Anne Fankhauser, Emergency Services Dispatcher (non-sworn)
    Otto Holm (Ohio FOP Staff Representative)
	November 10

Representatives of Homeless Shelters:
    Rev. Richard Trickel, CEO, City Mission
    Samantha Justham, Salvation Army
    Meghan McGUan, Director, Emergency Assistance Services, Catholic Charities, Bishop Cosgrove Center
    Teresa Sanders, Chief Program Officer, YWCA
    Jennifer Harrison, Director of Housing/Employment, Frontline Service
	November 11

CSU Student Leaders
    Jenna Thomas, Treasurer, Cleveland Chapter, Ohio Student Association
    Antiggonus Sabulsky, Presient, Queer Student Alliance
    Hana Shaheen, Vice President, Student Government Association
	November 18

Student Surveys
- The Student Government Association (SGA) conducted an informal survey on social media over the Summer of 2020. They had 53 student responses with 72% indicating that they felt comfortable going to CSUPD officers for help and 56% indicating that they felt the CSUPD needed some type of reform.
- The Cleveland Chapter of the Ohio Student Association conducted a survey of CSU students, to which approximately 30 students responded.
- A description of the survey results is included in Appendix 3.

Findings
Generally, there were few complaints about the operation of the CSUPD and the CSUPD generally received very positive reviews

Internal Department Operations
Clarification of Mission and Priorities / Internal Communication
- Having four Chiefs of Police in the past five years has caused some internal confusion about the priorities of the CSU Police Department.
- There is concern that there is insufficient communication between the Chief/Command Staff and the rest of the Department. The Chief and Commanders do not participate regularly in roll calls. The sworn Sergeants run the roll calls twice per day.

- There are an insufficient number of non-sworn security officers who can patrol buildings and parking areas, provide safety escorts, and conduct other lower-risk tasks.

Accountability
- There are no clear performance measures for CSU police officers.
- There is no regular survey of CSU community attitudes towards the CSUPD.

Dispatch Staff
- Historically, there has been high turnover of dispatch staff.
- Two of the three computer systems in dispatch are in need of upgrades.

Interaction with University
Concerns were expressed that the CSUPD is too expensive to hire for university-sponsored events and, as a result, some units do not hire CSUPD despite the need for security. When officers provide security at university events, they work off-duty and the unit is charged a fixed rate of $55/hour regardless of whether the officer is sworn or unsworn.

Officer Training

Concerns were expressed for the need for crowd control training in responding to protests.
There are no officers who are able to provide the training in crowd control and as a result, the CSUPD is overly dependent on the use of outside trainers.

Student Interaction
- There is a need for customer service training with a special emphasis on training with respect to student interactions.
- The Dean of Students and Resident Life Directors are not involved in training about how to respond to student complaints concerning such matters as sexual harassment assault, and suicide.
- Some sexual assault victims have not felt supported by the CSUPD
- Students seem generally split when it comes to their level of trust in the department, primarily because of a perception of slow response time
- The Auxiliary Internship Program (AIP) and FBI Cleveland Student Academy are successful programs that provide a platform for student experiential learning but there is insufficient student participation. The AIP allows students with majors in criminology, sociology, or minors in criminal justice the opportunity to observe police officers while they perform their daily duties. The program requires a minimum of 60 hours, which includes activities such as police ride-alongs, law enforcement-focused training programs, and auxiliary officer patrols. The FBI Student Academy is a seminar class located at the CSUPD and the FBI Cleveland Field Office over a 10-week period from September through November.

Recommendations

Internal Department Operations
- Improve internal communication with an emphasis on clarity of department priorities.
- Chief and Commanders should participate more regularly in roll calls.
- Develop and implement performance measures (not quotas) for all officers and staff.
- Develop and implement an annual survey of CSU community attitudes toward the CSUPD.
- Review the effectiveness of the dispatch computer systems.
- Review the costs associated with providing security to other units of the university.
- Consider charging actual costs vs. fixed costs.
- Achieve a better balance between sworn and non-sworn officers, with a focus on more non-sworn security officers.

Crowd Control Training

Implement crowd control training and ensure that at least one officer is trained as an instructor to be less dependent on outside training.

Student Interaction
- Implement customer service training for all officers and staff with a special emphasis on training with respect to student interactions. The training should be conducted in consultation with the Dean of Students and Resident Life Directors.
- Increase student participation in the Auxiliary Internship Program and FBI Cleveland Student Academy through better marketing and recruitment.

PILLAR 3: ENSURING RESPONSIVE POLICE PRACTICES AND OPERATIONS

Area 1: Calls for Service

To examine the routine activities of CSUPD employees—including sworn officers and others (largely non-sworn security officers)—who interact with the campus and surrounding community, date on "service calls" made from law enforcement employees to dispatch from January 2016 to August 2020 were provided by CSUPD. These calls document officers' activities while on duty. The 87 "types" of calls within the data include a wide variety of activities ranging from conducting arrests to the reporting of lunch breaks and attendance at training/continuing education. Not surprisingly, CSU police rarely encounter violent criminal behavior on campus. The vast majority of calls are reports to dispatch documenting routine preventative patrol activity, represented by the categories "building check," "lot check," and "business check," which together comprise 67.7% of the calls. Sworn police documented 59.1% of the calls, while non-sworn employees (mainly security officers) accounted for the remaining 40.9% of activities during this time period.

To understand the activities of CSU's sworn officers specifically, the table below documents their activities exclusively. Consistent with overall CSU law enforcement activities, sworn officers' activity calls to dispatch most commonly document routine preventative patrol activity with "Building Check" and "Lot Check" comprising 37.7% and 26.8% of the activities from January 2016 to August 2020. Of the 87 types of calls reported to dispatch, the CSU Chief of Police identified 12 types of activities that necessarily require sworn officers. These types are in bold print in the table and include activities such as investigative follow ups and court appearances. Compared to routine patrol, they comprise a small proportion of the activities reported by sworn officers (5.6% from 2016-August 2020 inclusively). An examination of these calls shows that the proportion of time sworn officers spend on activities that necessarily require sworn officers has decreased substantially over time. The chart below illustrates that the proportion of activities sworn officers completed that require a sworn officer declined each year of the time period, from 6.8% in 2016 to 4.6% in 2019.[1] In other words, from 2016 to 2020, sworn officers' activities have shifted more towards routine preventative patrol rather than responding to criminal activity.
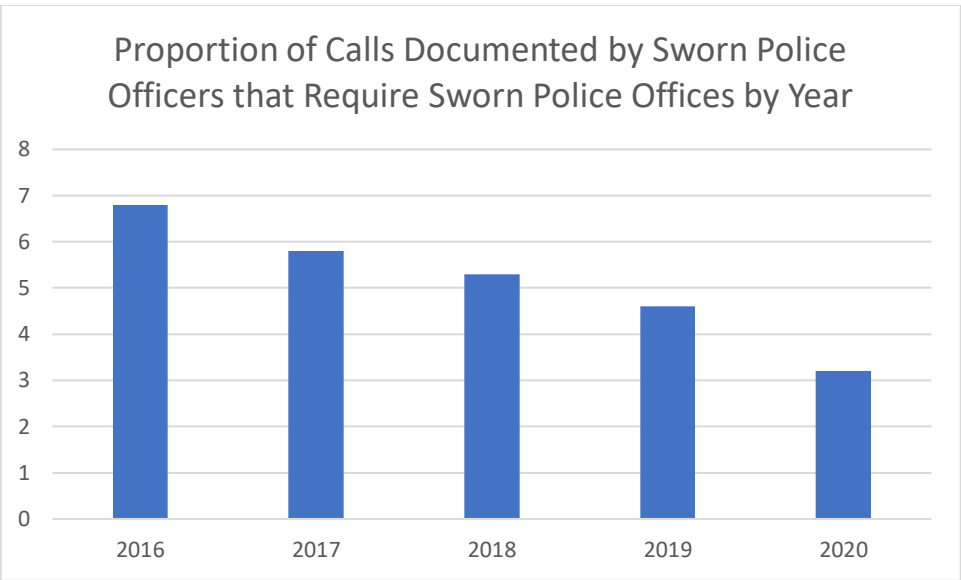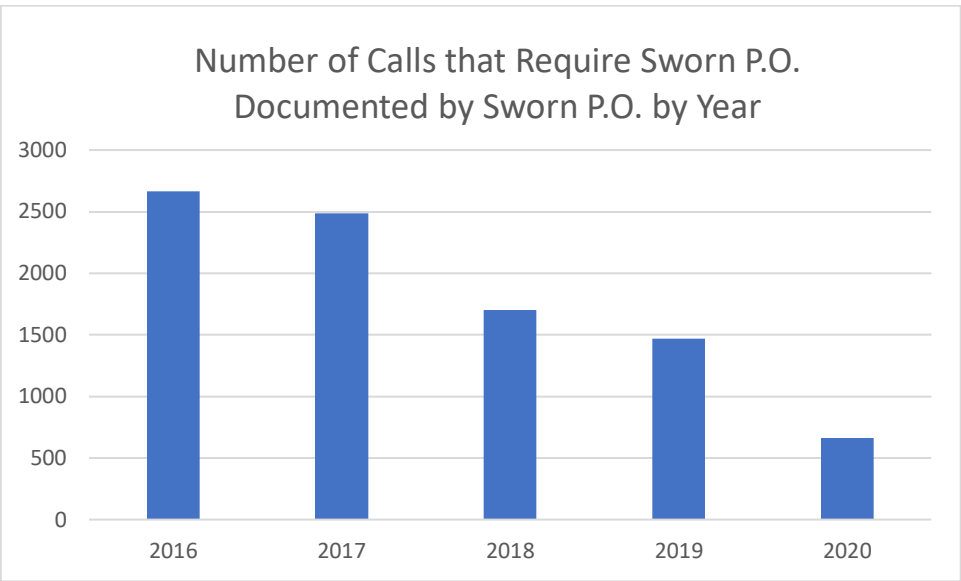
There are a number of potential reasons for this shift from responsive to preventative activities. First, it is possible that the need for law enforcement responses that require a sworn officer has simply declined over time on CSU's campus, and so sworn officers have been able to spend more time on preventative patrol activities. Second, based on information provided by the CSU Chief of Police, CSU has employed fewer non-sworn law enforcement employees over this time period. This suggests that activities that in prior years were completed by non-sworn employees are now necessarily tasked to sworn officers. Finally, the Chief indicated that the change in police chiefs in 2018 led to a shift in sworn police tactics from aggressive enforcement of traffic and other minor offenses to what he refers to as a "more gentle approach" when interacting with members of the campus community. The drastic reduction in traffic stops by sworn officers in 2019 and 2020 provide one such example of this shift in focus.

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[1] Data from January through August 2020 covers the unusual circumstances of the COVID-19 pandemic. During these months, the proportion of sworn police officer calls that were of the types that require sworn police officers continued its decline to 3.2%. Also during this unusual period, the proportion of calls documented by sworn police officers show a sharp increase to 73.1%

Calls for Service by Type and Year

Final Call Type	2016	2017	2018	2019	Jan – Aug 2020	Total
(**bold** = requires sworn police officer)	n (%)	n (%)	n (%)	n (%)	n (%)	n (%)
WARNING-TRAFFIC STOPS	**894 (2.3)**	**1051 (2.5)**	**670 (2.1)**	**322 (1.0)**	**97 (0.5)**	**3034 (1.8)**
FIELD INTERVIEW	**527 (1.4)**	**401(0.9)**	**299 (0.9)**	**322 (1.0)**	**135 (0.6)**	**1684 (1.0)**
K9 BUILDING CHECK	**170 (0.4)**	**194 (0.5)**	**165 (0.5)**	**314 (1.0)**	**262 (1.3)**	**1105 (0.7)**
UNIFORM TRAFFIC TICKET	**243 (0.6)**	**281 (0.7)**	**201 (0.6)**	**80 (0.2)**	**16 (0.1)**	**824 (0.5)**
INVESTIGATIVE FOLLOW UP	**99 (0.3)**	**186 (0.4)**	**132 (0.4)**	**185 (0.6)**	**64 (0.3)**	**666 (0.4)**
TRAFFIC STOP	**397 (1.0)**	**31 (0.1)**	**17 (0.1)**	**28 (0.1)**	**13 (0.1)**	**486 (0.3)**
MISDEMEANOR CITATION	**102 (0.3)**	**83 (0.2)**	**66 (0.2)**	**36 (0.1)**	**9 (0.0)**	**296 (0.2)**
K9 UNIT CALL	**69 (0.2)**	**62 (0.1)**	**56 (0.2)**	**77 (0.2)**	**13 (0.1)**	**277 (0.2)**
TICKET BOX	**54 (0.1)**	**63 (0.1)**	**32 (0.1)**	**27 (0.1)**	**14 (0.1)**	**190 (0.1)**
COURT	**63 (0.2)**	**61 (0.1)**	**12 (0.0)**	**29 (0.1)**	**10 (0.0)**	**175 (0.1)**
PLATE REQUEST	**25 (0.1)**	**67 (0.2)**	**24 (0.1)**	**21 (0.1)**	**17 (0.1)**	**154 (0.1)**
BREATHALYZER TEST	**21 (0.1)**	**7 (0)**	**23 (0.1)**	**26 (0.1)**	**10 (0.0)**	**87 (0.1)**
BUILDING CHECK	13,795 (35.4)	11,817 (27.7)	11,717 (36.6)	14,277 (44.3)	11,216 (53.7)	62,822 (37.7)
LOT CHECK	9365 (24.0)	13,208 (31)	9799 (30.6)	7884 (24.5)	4492 (21.5)	44,748 (26.8)
SAFETY ESCORT	2165 (5.6)	3569 (8.4)	779 (2.4)	307 (1.0)	186 (0.9)	7006 (4.2)
BUSINESS CHECK	1600 (4.1)	1607 (3.8)	902 (2.8)	909 (2.8)	299 (1.4)	5317 (3.2)
SUSPICIOUS ACTIVITY	977 (2.5)	1240 (2.9)	708 (2.2)	852 (2.6)	288 (1.4)	4065 (2.4)
CALL RECORD ONLY	876 (2.2)	852 (2.0)	1006 (3.1)	821 (2.5)	278 (1.3)	3833 (2.3)
PHYSICAL TRAINING	521 (1.3)	981 (2.3)	1005 (3.1)	839 (2.6)	448 (2.1)	3794 (2.3)
OTHER	910 (2.3)	644 (1.5)	308 (1.0)	759 (2.4)	649 (3.1)	3270 (2.0)
SPECIAL DETAIL	628 (1.6)	595 (1.4)	398 (1.2)	470 (1.5)	93 (0.4)	2184 (1.3)
SPECIAL ATTENTION CHECK	859 (2.2)	371 (0.9)	193 (0.6)	313 (1.0)	82 (0.4)	1818 (1.1)
CASE REPORT	497 (1.3)	464 (1.1)	308 (1.0)	391 (1.2)	109 (0.5)	1769 (1.1)
DOOR OPENING	391 (1.3)	451 (1.1)	177 (0.6)	91 (0.3)	613 (2.9)	1723 (1)
All Other Types	3756 (9.6)	4387 (10.9)	2987 (9.0)	2831 (8.7)	1455 (6.9)	15,416 (9.3)

Number of Calls that Require Sworn P.O. Documented by Sworn P.O. by Year

Proportion of Calls Documented by Sworn Police Officers that Require Sworn Police Offices by Year

Area 2: Arrests

To investigate arrest trends and patterns, the CSU Chief of Police provided data from 2016-2019 and for a portion of 2020. Because the campus was closed for a majority of the time period covered by the 2020 data due to COVID-19, only the 4 full years of data from 2016-2019 were examined.

CSUPD made a total of 373 arrests over these 4 years. People who are not CSU students comprise the majority of CSUPD arrests. Only 22 students were arrested from 2016-2019, comprising just 6% of all arrests during this time period. The most common reasons for student arrests were public intoxication/open container (n=7) or having an outstanding misdemeanor warrant from another jurisdiction (n=5). African Americans were 4 times more likely to be arrested than Whites, comprising 71% of all arrests for the 4-year period.

While CSUPD arrested an average of 75 people per year, a breakdown of arrests by year shows that the total number of arrests increased from 2016 to 2017 but then declined precipitously in 2018 and 2019. In every year, the overwhelming majority of people arrested were of African American descent, but while the overall number of arrests decreased from 2016 to 2019, the proportion of arrests that involved African Americans increased during this time period from 63% to 77%. In 2016, African Americans were just slightly more likely to be arrested than Whites at a ratio of 55:45, but by 2020, this had increased to a ratio of 87:13.

In terms of explaining these trends over time, it is noted that a new Chief of Police was appointed in 2018. Research[2] suggests that police administrators have a significant impact on officers' policing tactics through the dissemination of informal policies/cultural expectations for behavior as well as the implementation and enforcement of codified policies, so it is likely that some of the shift over time can be attributed to this administrative change.

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[2] Blumberg, Mark. 1997. Controlling Police Use of Force: Assessing Two Decades of Progress. in Critical Issues in Policing: Contemporary Readings, edited by Roger Dunham and Geoffrey Alpert. Prospect Heights, IL: Waveland Press
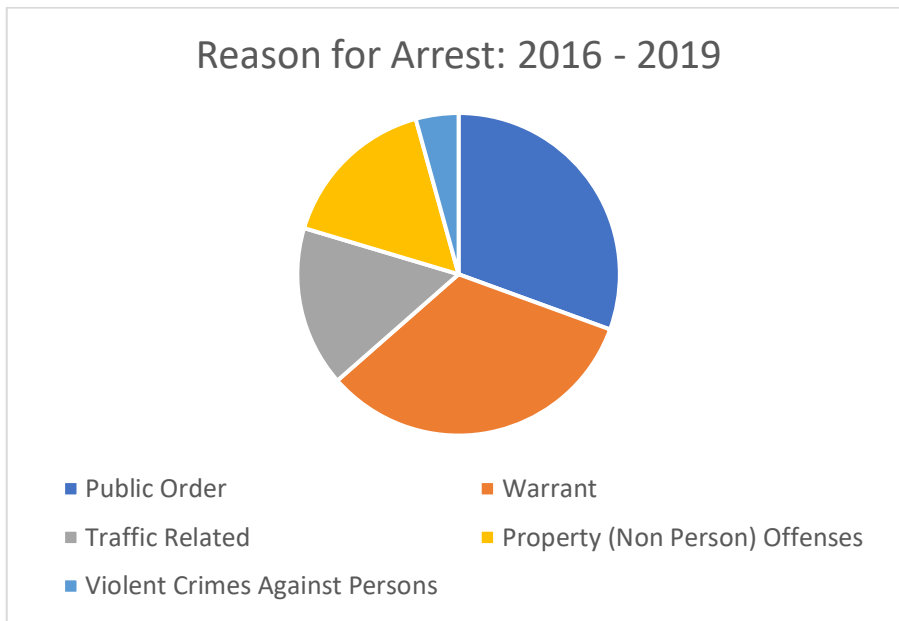
Arrests by Race and Year

Race of Suspect			
Year	Total arrests N (% per yr.)	White N (% per yr.)	African American N (% per yr.)	Other/NA N (% per yr.)
2016	107 (100)	30 (28.1)	67 (62.6)	10 (9.3)
2017	130 (100)	21 (16.1)	98 (75.4)	11 (8.5)
2018	76 (100)	9 (11.8)	55 (72.4)	12 (15.8)
2019	60 (100)	6 (10.0)	46 (76.7)	8 (13.3)
Total	373 (100)	66 (17.7)	266 (71.3)	41 (11.0)
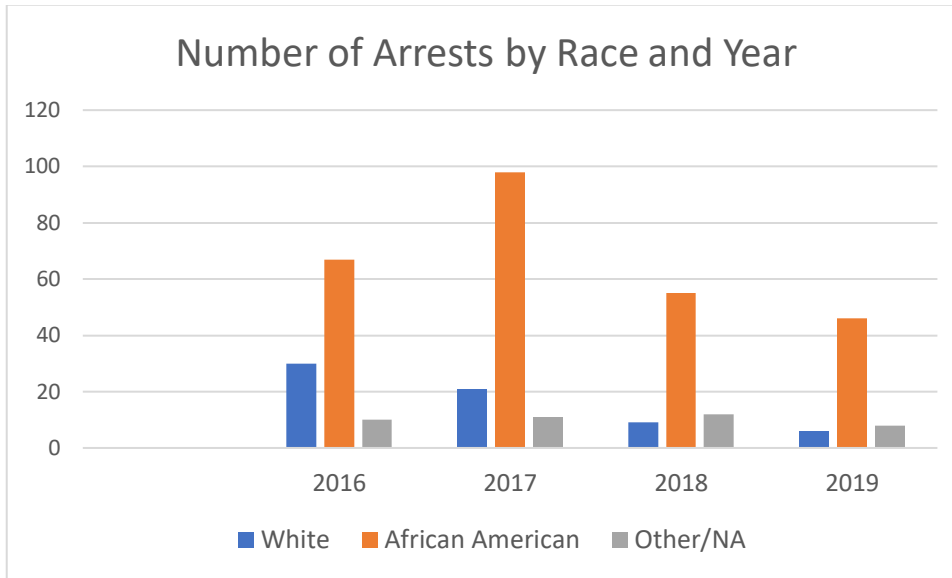
Police exercise varying degrees of discretion in the performance of their duties and enforcing the law. In order to better understand the above trends, the arrests data was disaggregated by the reason for the arrest. The following pie and bar charts show that the most common reason for arrests over the period 2016-2019 was due to an outstanding warrant from another jurisdiction (see definitions for each of the 5 categories in Appendix 1).

Reason for Arrest: 2016 - 2019

- Public Order
- Warrant
- Traffic Related
- Property (Non Person) Offenses
- Violent Crimes Against Persons

Through further examination of CSUPD policies and procedures, it was determined that when a CSU officer discovers a person has an outstanding warrant from another jurisdiction, policy requires them to contact that jurisdiction to determine whether they would like CSU police to make an arrest, after which that department will retrieve the arrestee for transportation back to their jurisdiction. There is an exception to this policy for warrants issued by the Cleveland PD, for which the CSUPD have agreed to provide transportation of the person to the Justice Center in downtown Cleveland. In other words, once a CSU police officer discovers a person has an outstanding warrant, they essentially do not have discretion past this point in the police-citizen encounter, and defer the decision to make an arrest to the agency that issued the warrant.[3]

After warrant-related arrests, the most common reason CSU police make an arrest is for a public order offense. These were overwhelmingly comprised of disorderly conduct with no threat to self or others, public intoxication, or possessing an open container of alcohol in a public area. While individual arrest reports were not provided for analysis of their content for additional situational factors leading to arrest, it is noted that prior research suggests that public order offenses should be handled informally when possible in order to avoid excessive or unnecessary involvement of the criminal justice system, which can create or perpetuate social disadvantage for those arrested.[4] This is particularly salient because, as previously noted, nearly all those arrested are non-CSU students, and as Census data indicates those residing in and around the CSU jurisdiction boundaries are often already economically marginalized.[5]

Arrests for violent crimes against persons were rare, accounting for only 16 of the 373 arrests (4%) made by CSU police from 2016-2019 combined. Finally, changes in each of the 5 reasons for arrest over time generally follow the overall arrest trends (illustrated at the beginning of this section) that show a small increase in arrests from 2016 to 2017 followed by a precipitous decline in arrests in 2018 and 2019.

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[3] In order to understand what precipitated the encounter (i.e. whether the officer was dispatched or initiated contact with the citizen on their own volition) we would need a way to track each individual call for service to its outcome; however, this is not available currently.

[4] Dabney, Dean & Teasdale, Brent & Ishoy, Glen & Gann, Taylor & Berry, Bonnie. (2017). Policing in a Largely Minority Jurisdiction: The Influence of Appearance Characteristics Associated with Contemporary Hip-Hop Culture on Police Decision-Making. Justice Quarterly. 34. 1310-1338.

[5] CSU's zip code, 44115, had the lowest median household income of all Cleveland zip codes in 2017

Arrests By Reason for Arrest and Year
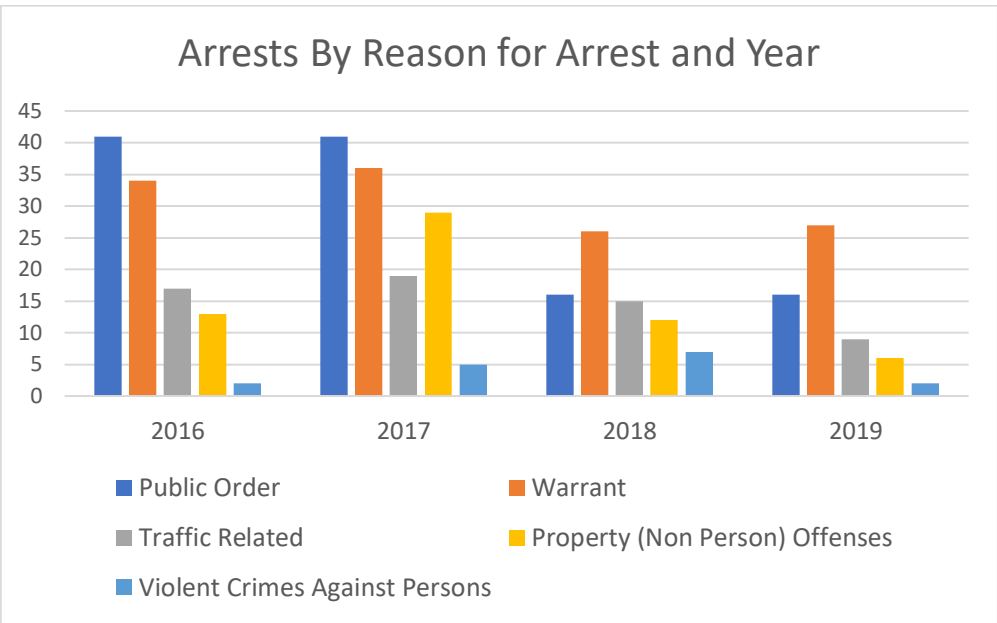
The following charts show that African Americans were more likely than Whites to be arrested in each of these categories over all time periods 2016-2019.

Warrant Arrests by Race and Year

Public Order Arrests by Race and Year

Traffic Related Arrests by Race and Year

Property (Non Person) Arrests by Race and Year

Violent Crimes Against Persons Arrests by Race and Year
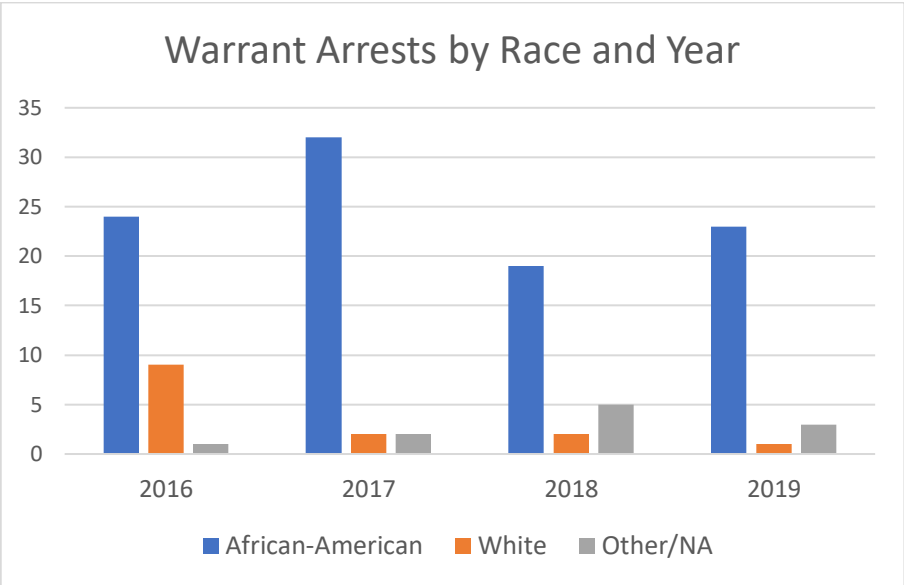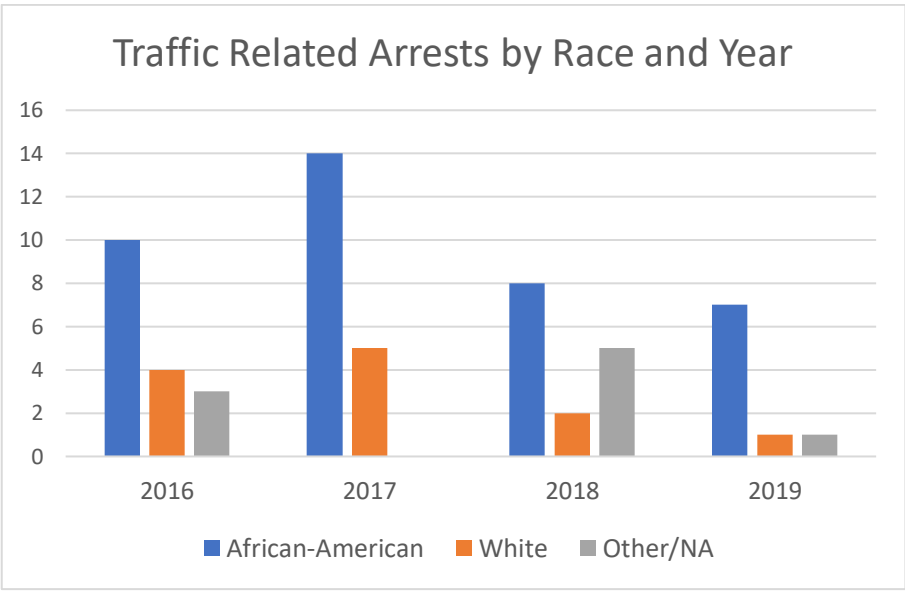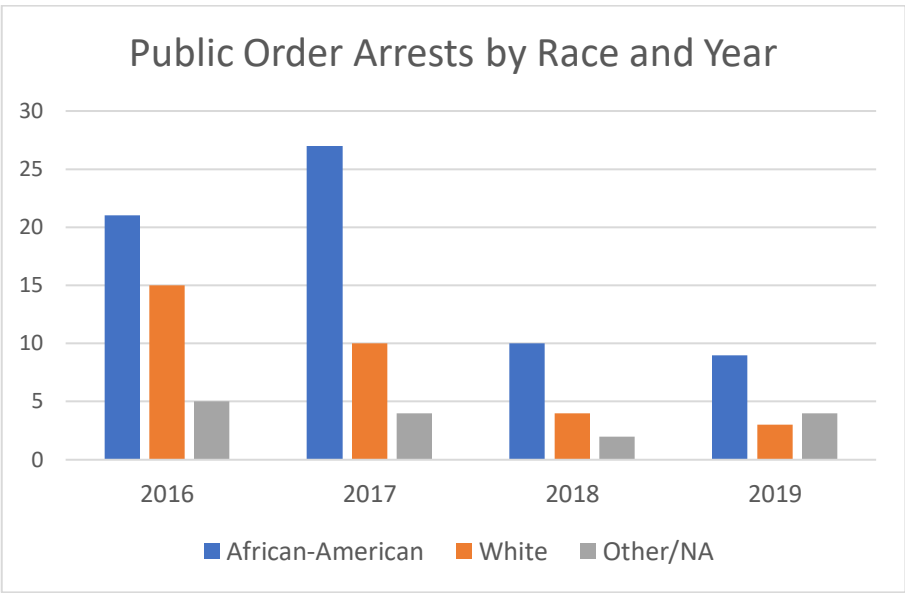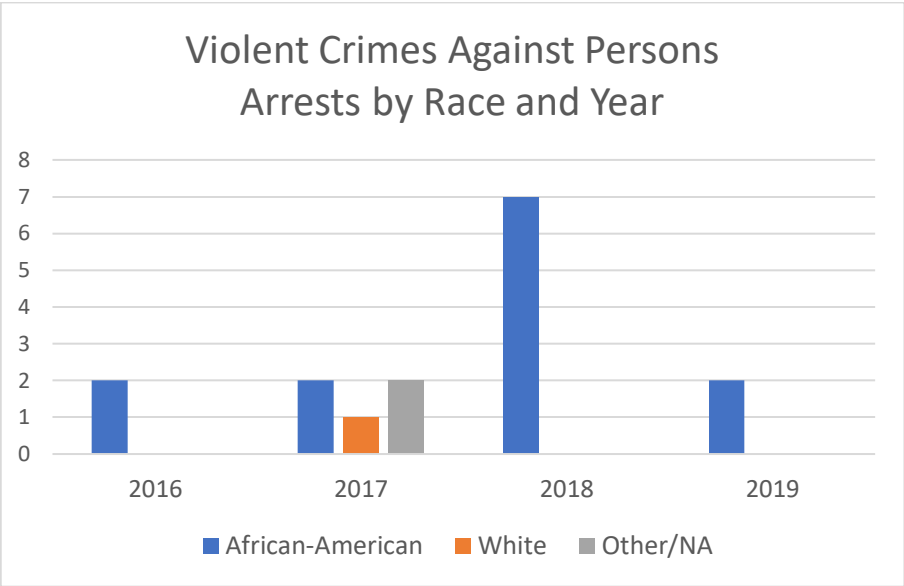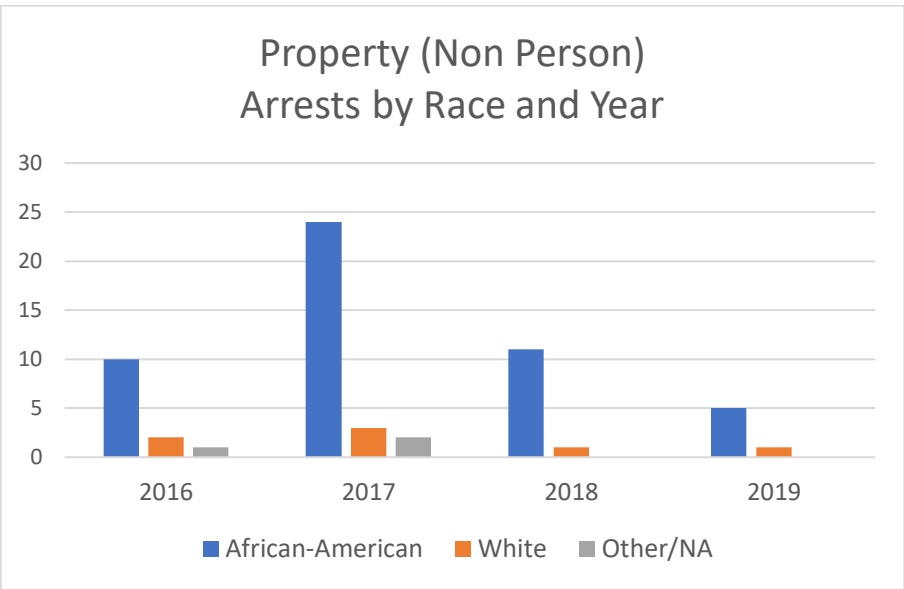
To see what behaviors led to arrests of Whites compared to arrests of African Americans, arrests were disaggregated by race. The below pie charts show that outstanding warrants and public order offenses were the top two most common reasons for arrests of both Whites and African Americans (though in opposite order of frequency). The reasons for arrest subsequently diverge by race with the remaining arrests of Whites largely related to traffic offenses, while the remaining arrests of African Americans were mainly for property (non-person related) offenses followed by traffic offenses.

Arrests of Whites By Reason for Arrest: 2016 - 2019

- ■ Warrant
- ■ Violent Crimes Against Persons
- ■ Public Order
- ■ Traffic Related
- ■ Property (Non Person) Offenses
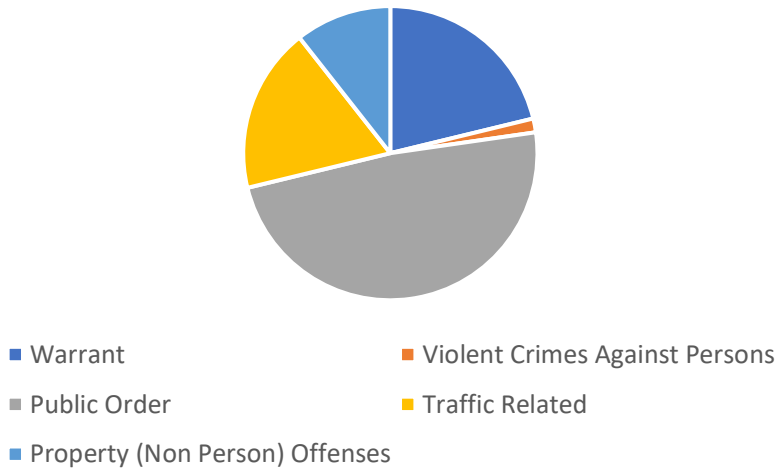
Arrests of African Americans By Reason for Arrest: 2016 - 2019

- ■ Warrant
- ■ Violent Crimes Against Persons
- ■ Public Order
- ■ Traffic Related
- ■ Property (Non Person) Offenses
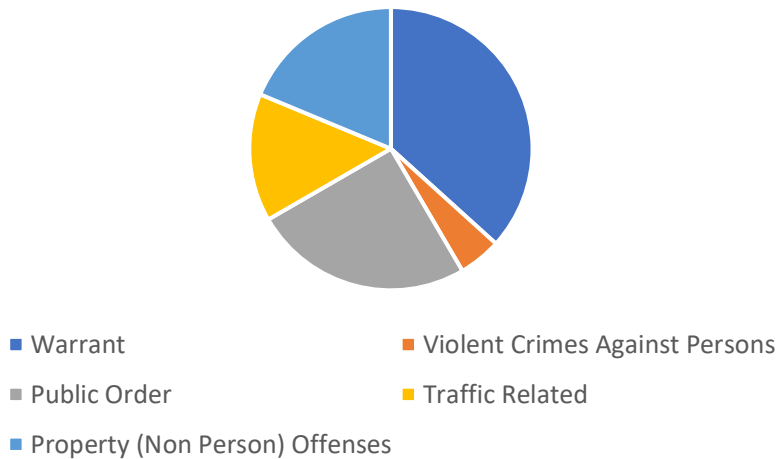
An examination of arrests for Whites and African Americans over time provided additional information to help understand the increased proportion of African Americans represented in arrests by CSUPD in 2019 compared to 2016. Several important patterns are noted in the two charts below. While arrests of both Whites and African Americans for public order offenses decreased over the time period 2016-2019, this decrease was less substantial for African Americans who continue to comprise a large proportion of these non-threatening, typically minor incidents. This same pattern holds for traffic-related offenses and property-related (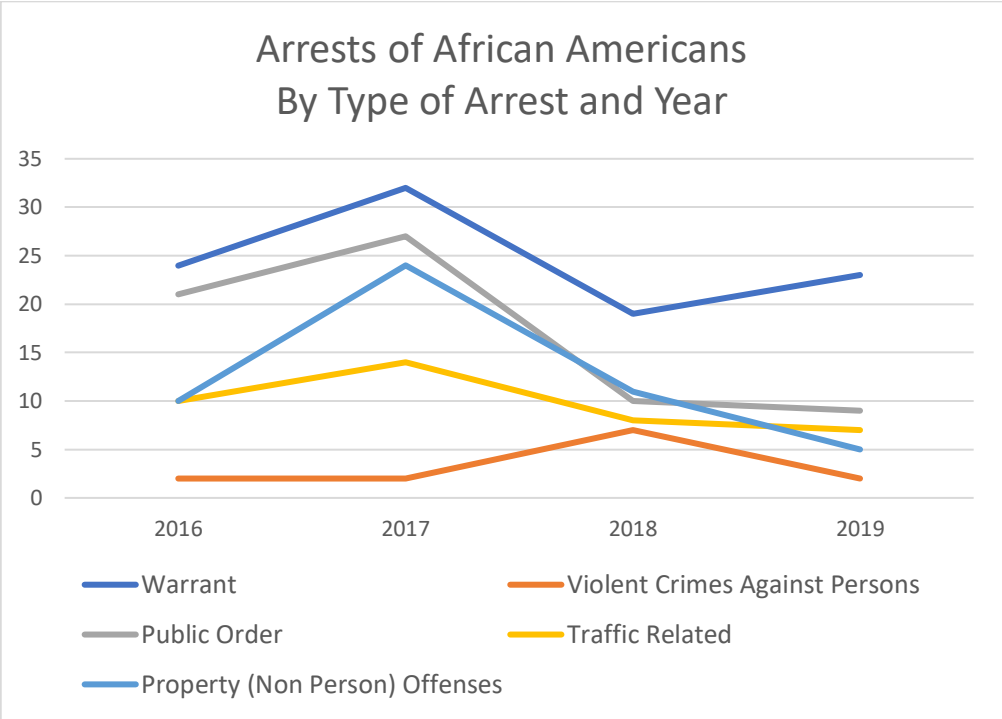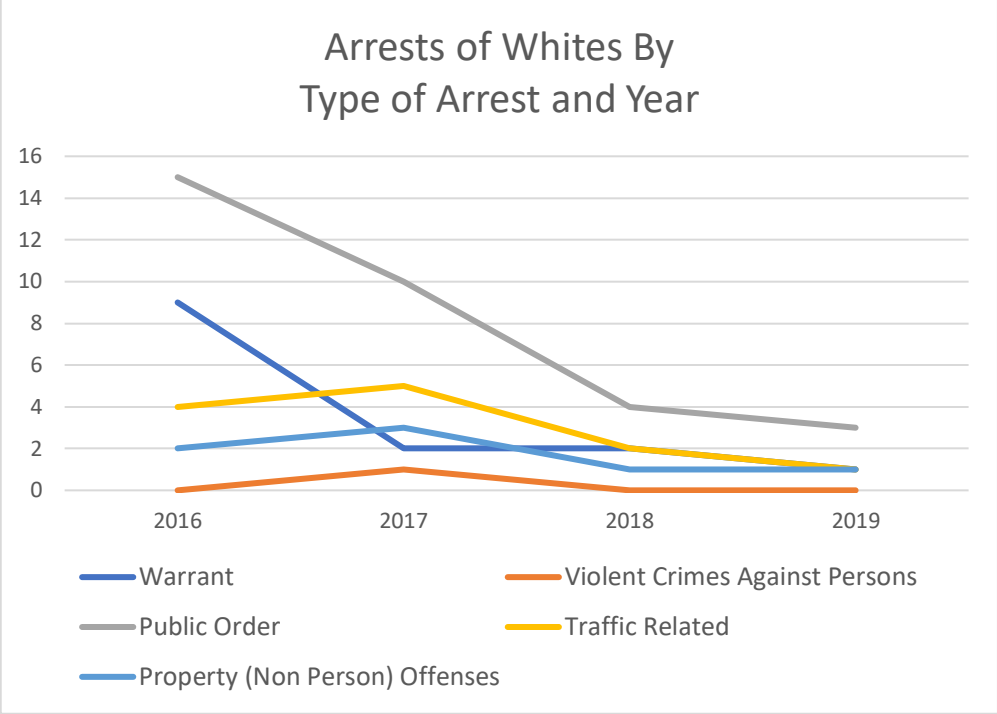non-person) crimes, the other categories of crimes considered least serious among all of the reasons cited for arrests by CSU police. In other words, while overall arrests for traffic-related and property (non-violent) offenses declined from 2016-2019, the change over time (rate of decline) was smaller for African Americans than for Whites. Combined with the earlier finding that the overall proportion of total arrests comprised by African Americans has been rising, these nuances show that CSU police are in many instances arresting African Americans for non-violent, "quality of life" offenses. This enhances the concern raised earlier that formal involvement in the criminal justice system (as occurs via an arrest) creates, maintains, and perpetuates social disadvantage because, as illustrated here, it is especially salient for African Americans who are disproportionally represented among those arrested by CSU police.

Arrests of Whites By Type of Arrest and Year

Legend:
- Warrant
- Violent Crimes Against Persons
- Public Order
- Traffic Related
- Property (Non Person) Offenses

Arrests of African Americans By Type of Arrest and Year

Legend:
- Warrant
- Violent Crimes Against Persons
- Public Order
- Traffic Related
- Property (Non Person) Offenses

Research on citizen complaints against police suggests that officers often exhibit behavioral warning signs predictive of future acts of serious misconduct or critical police-involved incidents. As used in an early warning system (EWS), identifying officers who are outliers in terms of interpersonal interactions with community members can help police administrators track officers who may benefit from additional training/other services. Therefore, the frequency of arrest for each of the officers employed by CSU

during the time period 2016-2019 was investigated. The average total number of non-warrant related arrests per officer for this time period was 11.[6] Of the 22 officers who made arrests, only 8 made more than the average number of arrests. These 8 officers made 177 of the total 373 arrests made from 2016-2019. The average number of arrests per officer among these 8 officers was 22, but included officers who made 12 arrests at the lower end of the range to one officer who made 52 arrests, or nearly 1/3 of all of the arrests made by these 8 officers combined. [7] These 8 officers were slightly less likely to arrest African Americans (66% of the time) compared to the CSUPD average arrest rate of African Americans (71%).

Even though these officers make the most arrests, 92% of the time they arrested people for non-violent incidents (see Appendix 2 for incident types categorized as violent/non-violent). This is consistent with the earlier finding that CSU officers rarely encounter violent criminal suspects.

Area 3: Use of Force

CSUPD has several policies that govern how and under what circumstances CSU police officers can use force. These policies include a general policy on deadly and non-deadly force and separate policies for conducted energy weapons and pepper spray. The use of force policies generally outline that employees can use only the force that is reasonably necessary to effectively bring an incident under control, while protecting the lives of the employee and others, consistent with the "objectively reasonable" standard in *Graham v. Connor*, 490 U.S. 386 (1989). In the aftermath of the death of George Floyd, significant changes in police use of force policies and practices have been mandated to include the prohibition of choke/neck holds unless deadly force is justified. Policies related to use of force were a major focus with numerous updates, additions, and clarification that will provide clear and unambiguous guidance for new and experienced officers alike.

Findings
To enhance accountability, the use of force policies should incorporate revisions that enhance accountability and officer understanding of use of force concepts, including de-escalation requirements. The definition of deadly force should be broadened to include specific examples. The definition of "objectively reasonable" should be explained. The policy needs clarifying language on chokeholds and duty to intervene. These requirements should be consistent across all use of force policies.

Recommendations
- Revise all use of force policies to include de-escalation and define what it means as a guiding principle for officers to follow.
- Prohibit choke holds unless deadly force is necessary.
- As additional guidance, add specific examples of what deadly is, e.g., firearm discharges, knee drops to head, neck, choke holds, etc.
- Outline and define the employees' duty to intervene when they witness unreasonable force being applied by another officer with examples and consequences from failing to intervene.

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[6] Warrant-related arrests were excluded since, as established earlier, these are made at the discretion of the issuing agency, not the individual officer.

[7] Additional information precipitating arrests such as events leading up to the arrest decision or officer-specific characteristics were unable to be control for.

Area 4: Traffic Citations/Warnings

An analysis of traffic enforcement was conducted by examining data of traffic citations and warnings administered by the CSUPD between 2016 and August 2020. The traffic stop data was analyzed by race and ethnicity specifically to address concerns relative to racial profiling and the equitable enforcement of traffic laws. There were 1014 traffic citations written by CSUPD for an average of 213 per year during this 56-month period. While multiple offenses could be included on a citation, the offense noted was the first recorded, which was assumed to be the primary offense and reason for the traffic stop.

Black motorists were the majority of traffic citations recipients at 53%, followed by Whites at 28%, and motorists for which race was unknown were 9% of drivers cited. The number of citations administered to Asians, motorists designated as Other, and Hispanics were negligible at 11 (1.2%) each for Asians and Others and 8 (0.9%) for Hispanics.

CSU Police Department
Traffic Ticketing Data 2016 – August, 2020

	2016		2017		2018		2019		2020	
	(n=305)	%	(n=345)	%	(n=238)	%	(n=102)	%	(n=24)	%
White	97	32%	105	30%	52	22%	18	18%	9	38%
Black	141	46%	108	31%	120	50%	60	59%	11	46%
Hispanic	3	1%	3	1%	3	1%	1	1%	1	4%
Unknown	45	15%	0	0%	54	23%	23	23%	3	13%
Asian	2	1%	9	3%	1	0%	0	0	0	0%
Other	5	2%	6	2%	8	3%	0	0	0	0%

In comparison to White motorists, Blacks were 1.56 times as likely to be ticketed by CSU Police, whereas Asians were 4%, Other minorities were 11%, and Hispanics were 3% as likely to be ticketed as Whites. While the total number of traffic tickets administered by CSUPD declined by 48% in the two-year period of 2018-2019 in comparison to 2016-2017, Blacks received an increased share of traffic tickets in 2018-2019, 50% and 59% respectively, compared to 46% and 31% in 2016-2017. Blacks were the recipients of 46% of the 24 traffic citations administered through August of 2020, the volume of which declined significantly, apparently due to the campus closure and transition to remote learning in March in the wake of COVID-19. The campus reopened in the fall with a reduced on-campus presence (approximately 44%), which will likely continue to affect the volume of traffic and enforcement actions.

Studies of traffic ticketing patterns in Cleveland using travel demand models and Census data from 2000 and 2010 (Dunn, 2004[8] and 2016) estimated Blacks represented 40% and 38% of Cleveland's age-driving population, respectively. The earlier study also included a traffic census of the driving population along Chester Avenue, which is a major east-west traffic artery which transverses CSU's campus along its northern periphery. This traffic census estimated Blacks were 37.2% of the driving population during the rush hour. Using the most liberal of these measures, 40%, as the benchmark to compare the percentage of traffic tickets administered to Blacks by CSUPD, all else being equal, they received 1.32 times or 32% more than their proportional share of tickets. Using the 53% and 7% driving population benchmarks for White and Other minority motorists established in this earlier study, Whites received just over half (52.8%), and Other minorities received 57% of their proportional share of traffic citations.

Consistent with an overall downward trend in ticketing, analysis of the distribution of traffic tickets per police officer between 2016 through 2019 revealed an annual average that ranged from a high of 13 tickets per officer in 2017 to a low of 5 per officer in 2019. There was wide variation in the issuance of tickets among CSU officers with some not writing any traffic citations within a given year, while some

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[8] Dunn, R. A. (2004) Spatial Profiling: To What Extent Do the Cleveland Police Department's Traffic Ticketing Patterns Target Blacks?

officers wrote more than 50 tickets per year. In fact, in 2017 and 2018, two officers issued 64 and 71, and 82 and 79 traffic citations respectively, and accounted for 20% and 30% and 25% and 33% of the tickets written in these years.

Moreover, these two officers accounted for 90% of the tickets issued to Blacks during the observation period. Blacks received 60 traffic citations in 2019, half of which were administered by one of these officers. Of the tickets written by this officer, 80% were for *Driving Under Suspension*, which was the most frequent traffic citations at 228, followed by 131 for *Expired Registration, Plates, Sticker*, 123 for *Failure to Obey Traffic Signal*, and 100 citations for *Expired, No Operators Licenses, Commercial Driver's License, Motor Coach Endorsement*. Of the citations above, *Failure to Obey Traffic Signal* was the only moving traffic violation. The others were offenses related to the status of the driver's licenses or vehicle registration.

CSU Police Department
Traffic Tickets Per Officer, 2016 – August, 2020
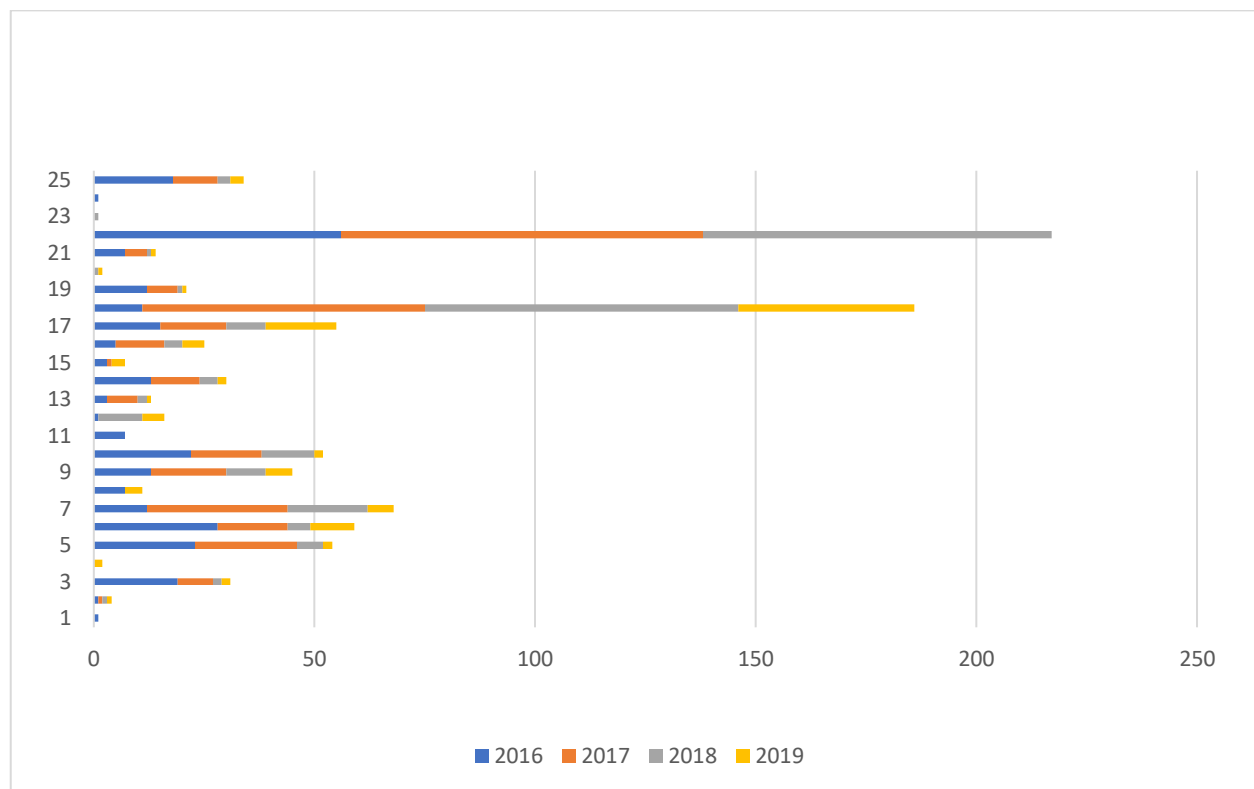
The most commonly cited violation of *Driving Under Suspension*, along with *Expired, No Operators Licenses*, are offenses which are not readily observable or detected, and require a records' check in order to determine the status of one's licenses. This typically is done by either requesting a "rolling check" through the dispatcher or running a query using the Mobile Data Terminal (MDT), i.e., the on-board computer in the police cruiser. These checks may be conducted before or after a traffic stop has been made or without making a stop if the record check comes back clean.

There were 228 DUS citations, of which Blacks were 76% of recipients. Whites received 11% of the DUS citations, motorists whose race was unknown were 10%, Other minorities were 3% of those cited for DUS, and Hispanics were less than one percent. Using the 40% Black driving population benchmark means Blacks are cited for DUS at a rate almost twice (1.9 times) their proportional or expected share. It is statistically improbable that this high rate of ticketing Blacks for DUS is the result of random probability and, given the manner in which this particular offense is detected, raises concerns of the potential targeting of Black motorists for a heightened level of scrutiny and electronic surveillance. This pattern is

consistent with research that has found Blacks are disproportionately cited for DUS in which officers operate under what is referred to as "expectancy theory," wherein MDT queries are run on Black motorists with the expectation that it will come back with information indicating a want, a warrant, or some type of legal encumberment, e.g. license suspension, which then serves as the basis for further police action.[9]

The magnitude of the overall racial disparities found in the traffic ticketing data analyzed during the observation period relative to Black motorists, particularly that for DUS, are a strong indication that some officers within the CSUPD, whether implicitly or otherwise, are policing in a racially-biased manner, and remedial actions are needed.

Traffic Warnings

There were 3,047 warnings given during traffic stops during the observation period or an average of 652 per year. Racial/ethnic demographic data was not recorded on those motorists given a warning during traffic stops. This is an area of interest in research related to racial profiling in that it can provide insight into the demographics of those motorists given a warning during a traffic stops in comparison to those given a ticket and patterns regarding the equitable use of police discretion in traffic enforcement, the outcome of which can have significantly different legal and economic consequences for motorists.

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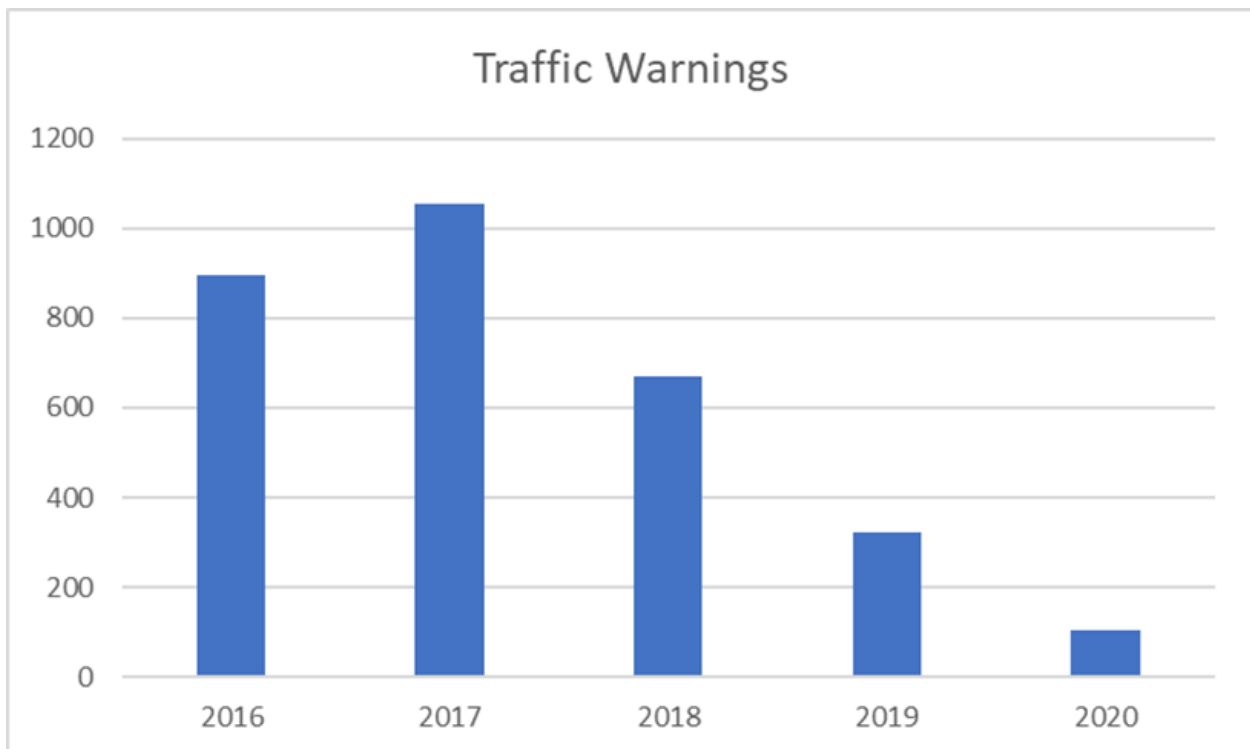
[9] Meehan, A. J., & Ponder, M. C., (2002) Race and place: The ecology of racial profiling African American motorists, Justice Quarterly, 19:3, 399-430; Dunn, R. A. (2016) Racial Profiling: A Persistent Civil Rights Challenge Even in the Twenty-First Century, Case Western Reserve Law Reserve, 66:4, 957-992.

Recommendations

CSUPD should engage in regular analyses of data pertaining to officers' interactions with the public. These analyses should be used to inform personnel/human resources decisions and guide efficient distribution and deployment of resources in accordance with the department's mission statement and stated goals, particularly those related to ensuring the safety and security of all persons and property on the CSU campus while also providing fair and equitable treatment of community members.

Data on the following should be compiled, analyzed for racial/ethnic and other forms of bias where relevant, and a public report produced annually:

- Shift activities by officer and type of officer (sworn/non-sworn), including designation of officer activities that are initiated by dispatch compared to activities that are initiated by the officers themselves and their outcomes (citation, warning, arrest, etc.). Dispatched calls should be distinguished from officer-initiated interpersonal contacts which can be investigated for potential discriminatory behavior.
  - Provide time stamps and locations of these activities in a format that can be easily geocoded.
- Information on the behavior (type of offense) and demographic characteristics of community members who are the subject of police activities (pedestrian/vehicle stops).

Because research results are only as valid as the data analyzed, the following recommendations center around the need for more complete, uniform, organized, and precise record keeping. The following specific changes and/or additions need to be made to the current data collection/reporting processes used by CSUPD in order to provide the data necessary to produce these annual reports:

- Investigate new/different options for data tracking/collection software and/or refine options available in current software in order to ensure accurate data collection and efficiently document police interactions with members of the public.[10]
- Record information on calls from members of the community to CSU dispatch including reason for call, response of dispatch, and any additional decision points leading to the resolution of the call. This would include specific officer(s) assigned to respond and their specific response to the incident (i.e. warning, citation, arrest, etc.).
- Identify ways to organize, standardize, and record various data across officers and others who record and maintain this information.
- Operationalization of demographic (race/ethnicity) categories of citizens should be standardized to avoid differences over time and across persons who record, enter into a database, and summarize data.[11]
  - The categories used to document officer activities (as they are reported to dispatch) should be refined. In the current call coding system, a significant number of calls to dispatch are labeled as "other." In order to get a more accurate representation of how officers spend their time, call code categories should be more exhaustive in order to reduce the amount of entries that are categorized as "other."

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[10] The software program used to track information on arrests produces raw data files that must be reviewed and edited by someone familiar with the software in order to produce accurate information. The file that is produced from an inquiry of this source lists each row in a table as an arrest; however, we were unable to accurately summarize the data by simply aggregating the rows. We learned after consultation with Damon Vance and Chief Traska that there are sometimes multiple rows pertaining to the arrest of a person/incident. For example, someone arrested may be listed in two separate rows in the data if they were issued a citation in addition to being arrested (one entry for the citation and one for the arrest). Because of this, someone who is familiar with the data definitions used by the software must manually review the data to remove the citations and provide an accurate record of arrests only. It would be preferable to have software that automatically provides an accurate data file on arrests only. This would avoid introducing any human error in the "cleaning" of the arrest data files.

[11] For example, in the arrest file provided, the following are listed in the provided data in the column "Race": WHITE; BLACK; B; NOT PROVIDED; OTHER; W; HISPANIC; A; UNKNOWN.

- In cases where multiple incident types (law violations) result in an arrest, they should be disaggregated and rank ordered by seriousness of offense in order to better understand circumstances that lead to arrest.
- Collect and maintain additional data on officer behavior.
- Revise the traffic stop/enforcement policy to specifically prohibit the use of race, ethnic, gender, sexual orientation/identity, religious background, ability, veteran status, or any other sociodemographic characteristic as the basis for a traffic stop/citation.
- Give officers cultural competency, bias-free policing training and make it part of their regular in-service training.
    - Require the uniform collection of sociodemographic data on all police-initiated traffic stops including those in which a warning is given in lieu of a traffic ticket.
    - The Command Staff should conduct recurring audits of the LEADS (Law Enforcement Automated Data System)[12] data to ensure officers are not using Mobile Data Terminal (MDT) queries to target motorists of specific social demographic backgrounds for increased scrutiny and surveillance.
- Consider reallocation of resources towards non-sworn law enforcement employees.
- Because sworn officers spend such a small amount of their time conducting activities that necessarily require a sworn police officer, CSU should investigate whether non-sworn employees could be used to cover a larger proportion of the workload, which largely involves routine preventative patrol of campus buildings and lots. Sworn officers' time could then be focused on activities aimed at advancing the Chief's community-based policing philosophy.
- Furthermore, nearly all CSU police-citizen encounters that end in arrest are precipitated by behaviors that are not violent and so may not necessitate response by sworn and/or armed officers. Dispatcher decisions to deploy officers based on calls from the public should aim to resolve service requests using non-sworn officers when possible.

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[12] Our review of the 2 weeks of LEADS data provided by the Chief was unremarkable. We recommend that the LEADS data be queried, downloaded, and stored longitudinally in the future to allow for tracking/review of officer-initiated license plate checks. This data should then be analyzed by sociodemographics (race/ethnicity, etc.) to ensure no particular social groups are disproportionately being surveilled, stopped, detained, or sanctioned. In that LEADS data may only be obtained for two-weeks periods, it is suggested that management randomly select data in two-week increments on a bi-monthly basis.

Area 5: Bias-Free Policing

The bias-free policing policy affirms the CSUPD's commitment to unbiased, equitable treatment of all persons. The policy outlines that employees are required to provide police services "in a nonpartisan, fair, equitable and objective manner in accordance with law and without consideration of their race, color, national origin or other individual characteristics or distinctions as defined in this policy." It is concluded that clear examples of bias are needed as guidance in that use of personal characteristics such as race by law enforcement to describe suspects is lawful depending on the circumstance.

Findings
A purpose statement should confirm CSUPD's position on bias-free policing practices to include as guidance specific examples on when the limited use of sociodemographic characteristics can be used in policing. Several sections of the policy were clarified through additional language and direction.

Recommendations
To ensure clarity in the policy, enhance the purpose statement to include equitable treatment of everyone and add specific examples of individual characteristics to use when determining whether to provide services designed for individuals with those characteristics (e.g., behavioral crisis, homelessness, addiction, etc.).

Area 6: Misconduct, Complaints, and Investigations

Accountability and Discipline
In considering the strength of the CSU accountability and discipline program, a review of the Manual of Rules and Regulations (MRR) was conducted. There were three key areas of focus:

The rules governing the conduct of CSU law enforcement personnel;
1. The existing procedures for the processing of civilian complaints; and
2. The process by which officer conduct is evaluated and, where appropriate, corrected or disciplined.

Interviews were also conducted with the Chief of Police, the Captain, who is the second in command; a sergeant, who is a frontline supervisor; and a patrol officer.

Core Values
CSU MRR sets forth core values, including Positive Attitude, Respect, Integrity, Community, and Ethics. While these values are worthy elements of an officer's mindset, they are not sufficiently distinguishable to each have a distinct impact upon an officer's practices. For example, Integrity and Ethics may have the same meaning to a person not in position to devote serious time to thinking about those two values.

Another challenge presented by the core values is their definitions and descriptions. The definition and description of RESPECT contains the following statement: "Respect is a mutual attribute that one must give in order to receive as it is earned, not demanded." (MRR, Page 1, Section II (2))

This statement is both debatable and unnecessary. It appears to suggest that civilians must also give (and earn) respect to receive it, and that respect is not something civilians can demand unless they first give it. Taken to heart by an officer, it could easily lead to officers focusing as much on the civilian's obligation to extend respect as his own. Because this statement does not add anything of value to the officers' duty described in the sentences that immediately follow, it should be removed.

Similarly, the description of the fourth core value, Community, contains the statement: "In order to achieve its mission, each member of the CSUPD is required to convey the perception of oneness with the Campus Community…." (MRR, Page 2, Section II (4)). Given the vagueness of this statement, conveying the perception of oneness does not appear reasonable as an aspiration, much less a requirement.

General Duties and Responsibilities
In Section V(A)(6) of the MRR, CSUPD members are commanded to: "Maintain a strictly impartial attitude towards students, faculty, staff, visitors, citizens, complainants, and violators." As these groups constitute a comprehensive list of the persons a CSUPD member would interact with in the course of his duties, it appears that the list of groups could effectively be replaced with the word "everyone." Doing so would also eliminate the word "violators," which is unnecessary here. In fact, specifying "violators" as a class of persons on this list appears to set the stage for the very differentiated treatment that Section V(A)(6) seems designed to prohibit.

Section V(A)(20) of the MRR contains a requirement that CSUPD members advise their relief "of all important business transacted during their tour of duty…" To guard against inconsistent application of this rule, what constitutes important police business should be clarified. That this is a rule CSUPD members are likely to use each day underscores the importance of consistent understanding throughout the CSUPD.

Public Awareness
While the MRR effectively explains the responsibilities of every CSU member for their conduct, knowledge of the rules, and their responsibilities for the performance of members under their supervision, it is silent on the responsibility that anyone at CSUPD has to promote awareness among the campus community of CSU practices. Alongside CSUPD's creation of an informative website and its establishment of constructive outreach relationships with members of the campus community, the MRR

should include a policy statement emphasizing the importance of outreach as part of each CSU member's individual mission.

Civilian Complaint Procedures

To facilitate communication by the campus community with CSUPD, complaints and/or commendations may be filed in-person, via telephone, mail, email, or via an online form. Complaints may be filed by identified complainants or anonymously, and CSUPD has strict rules preventing the disclosure of a complainant's identity (See MRR, Section VIII (A)(19), Page 11).

When individuals walk into the CSUPD office to make a complaint, officers are sometimes required to leave patrol to receive those complaints. Explanations provided to officers for continuing this practice have cited the longstanding tradition of the department. Situations where officers must interrupt a patrol and return to the command to take a walk-in complaint increase the likelihood that either the officer receiving the complaint or the person making the complaint will be doing so under stressful conditions, whether it's the officer's disrupted patrol duties or the additional wait time experienced by the complainant.

Disciplinary System Policies

CSUPD disciplinary procedures outline a system that encourages discipline among all its employees. It further states that discipline is the responsibility of each individual and that a well-disciplined department is one that voluntarily and ungrudgingly conforms to all rules and orders. It is the policy of the department to employ a structured and fair disciplinary system that promotes high morale and motivation among all employees.

Findings

The discipline policy outlines general concepts related to the administration of discipline in a progressive manner and should not be considered punitive but a means to encourage employees to adhere to CSU and CSUPD policies, rules, and regulations. These principles should immediately be apparent to all employees at the beginning of the policy. Training is defined as a function of the disciplinary process that may be used in place of or in conjunction with formal discipline. The policy indicates that supervisors can determine if training is an appropriate method to remedy performance problems. Final approval of using training as a function of the disciplinary process should be determined by the Chief of Police to avoid situations where the Chief of Police determines more significant discipline needs to be administered but cannot do so because training has already been approved and provided.

The policy outlines how training and discipline are documented, how the written documents are forwarded through the chain of command, and where copies of the records are maintained. The policy suggests that training used as a function of discipline and disciplinary documents may be removed from employees' files after 18 months. However, the intent of this language relates to how long discipline will remain active for use in a progressive manner. Clarification should distinguish between how long discipline can be used progressively for future discipline versus removing these documents from an employee's files.

Recommendations

- The policy statements should be revised to emphasize that the system is a structured, unambiguous, and fair disciplinary system.
- The policy should require that the Chief of Police be the final approver for training to be used as a function of the disciplinary system.
- Considerations should be made to distinguish removing training and disciplinary documents from personnel files and how long discipline may be utilized in a progressive manner.

Area 7: Training

Training Needs Assessment is based on the recommendations provided by all of the subcommittees and in each area examined by this report. The subcommittee (PTA), or a subset of it, should review all relevant changes and determine what training is needed in order to turn the recommendations in this report into practice. A Training Needs Assessment document should be used to succinctly and clearly help the CSUPD draft, implement and deliver training in an organized manner and with priority to the most pressing issues in this report.

Area 8: Technology and Equipment

The use of body-worn cameras (BWC) has dramatically accelerated across the policing profession in recent years. By the end of 2018, "about 10,500 agencies, or 58 percent of all law enforcement departments in the U.S., used body cameras."[13] The use of BWC has been linked in a number of jurisdictions to decreases in use of force and civilian complaints about officer conduct. For instance, in Mesa, Arizona, officers using BWC had 65 percent fewer complaints than officers who did not use the technology – and were the subject of 60 percent fewer complaints as compared to their numbers during the year before they started wearing cameras.[14] A 2017 randomized controlled trial in the Las Vegas Metropolitan Police Department "found that officers with body-worn cameras generated fewer use-of-force reports and complaints from citizens compared to officers without body-worn cameras."[15]

BWC have been generally associated with a number of benefits. "First, body-worn cameras may result in better transparency and accountability and thus may improve law enforcement legitimacy."[16] Second, cameras "may lead to a faster resolution of citizen complaints and lawsuits" by resolving issues and factual disputes effectively and efficiently.[17] Third, "[f]ootage captured may be used as evidence in arrests or prosecutions."[18] Footage also provides a host of training opportunities and paths for the department to learn from its performance.[19] Finally, "[b]ody-worn cameras may also result in higher rates of citizen compliance to officer commands during encounters," with civilians and police officers alike changing their behavior when they know that they are being recorded.[20]

However, for these benefits to be fully realized, agencies need clear policies on when BWC must and may not be used, as well as infrastructure that allows officers to store captured video. For cameras to foster transparency and accountability, there must be a department and community-wide understanding of when officers activate and do not activate their cameras as well as an effective, efficient process for officers to flag, tag, and store footage.

> **Findings**
> CSU's BWC Policy includes language which clearly articulates when officers use of BWC is permitted, required and prohibited. Further, the policy places specific responsibility on supervisors for ensuring each officer (1) is equipped with a functioning camera, (2) is following activation policy, and (3) recording and properly downloading their recordings as required. Accordingly, CSUPD has included a recognized practice of requiring that supervisors conduct regular (monthly) random audits to ensure that their subordinates are recording and downloading their BWC footage properly and in compliance with department policy.

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[13] Ben Miller, "Just How Common Are Body Cameras in Police Departments?," *Government Technology* (June 28, 2019), https://www.govtech.com/data/Just-How-Common-Are-Body-Cameras-in-Police-Departments.html.

[14] Michael D. White, Office of Justice Programs Diagnostic Center, U.S. Dept. of Justice, *Police Officer Body-Worn Cameras: Assessing the Evidence* 21 (2014) (summarizing Mesa Police Department, *On-Officer Body Camera System: Program Evaluation and Recommendations* (2013)), *available at* https://ojpdiagnosticcenter.org/sites/default/files/spotlight/download/Police%20Officer%20Body-Worn%20Cameras.pdf.

[15] Brett Chapman, "Body-Worn Cameras: What the Evidence Tells Us," 280 *NIJ Journal* 3 (Jan. 2019), https://www.ncjrs.gov/pdffiles1/nij/252035.pdf.

[16] Brett Chapman, "Body-Worn Cameras: What the Evidence Tells Us," 280 *NIJ Journal* 2 (Jan. 2019), https://www.ncjrs.gov/pdffiles1/nij/252035.pdf.

[17] Brett Chapman, "Body-Worn Cameras: What the Evidence Tells Us," 280 *NIJ Journal* 2 (Jan. 2019), https://www.ncjrs.gov/pdffiles1/nij/252035.pdf.

[18] Brett Chapman, "Body-Worn Cameras: What the Evidence Tells Us," 280 *NIJ Journal* 2 (Jan. 2019), https://www.ncjrs.gov/pdffiles1/nij/252035.pdf.

[19] Brett Chapman, "Body-Worn Cameras: What the Evidence Tells Us," 280 *NIJ Journal* 2 (Jan. 2019), https://www.ncjrs.gov/pdffiles1/nij/252035.pdf.

[20] Brett Chapman, "Body-Worn Cameras: What the Evidence Tells Us," 280 *NIJ Journal* 2 (Jan. 2019), https://www.ncjrs.gov/pdffiles1/nij/252035.pdf.

If CSUPD policy is effectively followed and enforced, the use of BWCs should facilitate accountability and engender trust and legitimacy between CSUPD and the community it serves.

Recommendations
Amend the current policy to reflect a change by moving the "permissive" recordings to "required" recordings. CSUPD police officers equipped with BWC should record all contacts that don't fall into the "Prohibited Activations" section. Many departments are moving to this practice, and some state statutes require it. In CSUPD's case, many of the complaints alleging officer misconduct and inappropriate behavior could be substantiated or unfounded if recordings existed. This change would not require additional equipment or significant training for effective implementation.

Therefore, the CSUPD should adopt the following language for their policy on the retention of BWC recordings and dispatch calls:

Recordings made on a BWC and of dispatch calls will be retained on a recording medium for a period of 90 days. Under no circumstances shall any recording made with a BWC or of a dispatch call be altered, erased, or destroyed prior to the expiration of the 90-day storage period. Following the 90-day storage period, any and all recordings made with an officer-worn body camera must be destroyed, unless any encounter captured on the recording has been flagged. An encounter is deemed to be flagged when:
1. a formal or informal complaint has been filed;
2. the officer discharged his or her firearm or used force during the encounter;
3. death or great bodily harm occurred to any person in the recording;
4. the encounter resulted in a detention or an arrest, excluding traffic stops which resulted in only a minor traffic offense or business offense;
5. the officer is the subject of an internal investigation or otherwise being investigated for possible misconduct;
6. the supervisor of the officer, prosecutor, defendant, or court determines that the encounter has evidentiary value in a criminal prosecution; or
7. the recording officer requests that the video be flagged for official purposes related to his or her official duties.

Under no circumstances shall any recording made with a BWC relating to a flagged encounter be altered or destroyed prior to two years after the recording was flagged. If the flagged recording was used in a criminal, civil, or administrative proceeding, the recording shall not be destroyed except upon a final disposition and order from the court. In the event a complaint of alleged misconduct or alleged policy violations are made against a member and the BWC footage contains evidence of a false representation of the facts by the complainant. The Chief of police, or his designee, will make every reasonable effort to thoroughly investigate and pursue criminal charges against the person or persons making such false complaints.

Following the 90-day storage period, recordings may be retained if the Chief of Police or his designee at the law enforcement agency designates the recording for training purposes. If the recording is designated for training purposes, and the officer(s) recorded on the video have been notified and have no reasonable objects, the recordings may be viewed by other officers of the Police Department only, in the presence of a training instructor, for the purposes of instruction, training, or ensuring compliance with agency policies.

Area 9: Recruitment, Hiring, Promotion, and Retention

Evaluation and Discipline

CSUPD officers receive annual evaluations completed by their immediate supervisors. An important part of the process is the self-evaluation done by each officer, which they receive automatic prompting to complete as the year-end deadline approaches. This self-evaluation provides officers an opportunity to initiate conversation regarding matters where they require additional training and instruction. It also can provide an early alert system for procedural matters that are especially confusing or troublesome.

Further, discussions of these self-evaluations give supervisors an opportunity to alert officers in advance to performance issues that will likely be included in the year-end evaluation, thereby enhancing the officers' response to this feedback. The year-end evaluations are facilitated by information collected throughout the year concerning an officer's performance in the field and their interactions with the campus community.

Both the evaluation process and the disciplinary process flow primarily from the work of an officer's immediate supervisor. For nearly all allegations of misconduct against a CSUPD officer, the disciplinary process begins with an initial report by the officer's immediate supervisor. In minor occurrences of misconduct where a warning is sufficient (i.e., tardiness, certain dress code violations), that warning can be given by the immediate supervisor without any need for involvement by more senior CSUPD officials.

In matters where more serious misconduct is alleged, investigations are conducted that involve not only immediate supervisors but also a captain. Investigations involve the consideration of body worn camera footage, other available video footage, witness and officer interviews as well as other documentary evidence. All misconduct investigations involving moderate or serious misconduct are conducted by a captain and reviewed by the Chief of Police.

Supplementing CSUPD's internal investigation process is that of the CSU Department of Human Resources. Every matter where the investigation reveals misconduct by an officer requiring a written reprimand or greater disciplinary action must be referred to the CSU Department of Human Resources. In turn, upon receipt of these investigations, CSU Human Resources conducts its own investigations and hearings, then issues a ruling as to the propriety of the disciplinary action taken.

Thus, the CSUPD disciplinary process includes both an internal and external component for every matter in which an officer may receive discipline greater than a warning. For matters resulting in warnings, instruction, and training, the investigation and action are conducted within CSUPD by an immediate supervisor.

An important factor bearing upon the disciplinary process is the infrequency of investigations. Typically, CSUPD receives less than 20 misconduct complaints per year. This means that each immediate supervisor conducts only a handful of misconduct investigations per year. While this enables them to devote more time to the investigations, it also means that certain procedures are used infrequently and supervisors often have to conduct more rule and policy review to remain abreast of key procedures. To reduce the need for such recurring policy review, it may be advisable to develop a few concise, easy-reference checklists that supervisors can refer to when conducting investigations. (i.e., use of force checklist; see Recommendations)

Excluding other factors, it speaks well of the disciplinary process that complaints are rare. As explained by CSU officials, this prompts everyone in the disciplinary chain of command – patrol officers, supervisors, the Chief and the CSU Department of Human Resources – to treat them with great urgency when they do occur. But it also heightens the importance of ensuring that the public has all the information it needs to properly file complaints and have questions answered concerning the complaint process.

At each critical stage, CSUPD's accountability and disciplinary process accomplishes its central tasks. With few exceptions, it communicates clear performance obligations to every member. Regular evaluations allow two-way feedback between members and supervisors to track progress with these

performance obligations. A civilian complaint process promoted online and through outreach enables the campus public to gain a CSUPD response to its concerns. Finally, a process which includes both CSUPD and Department of Human Resources investigations for any misconduct cases resulting in discipline ensures that CSUPD member rights are adequately safeguarded.

Recommendations

- From MRR Page 1, Section II, Item 2 of the Core Values, REMOVE the statement that "Respect is a mutual attribute that one must give in order to receive as it is earned, not demanded."
- Modify the requirement that CSUPD officers "convey the perception of oneness with the campus community" contained in MRR, Page 2, Section II, Item 4. This should be replaced with "convey a cooperative spirit to the campus community."
- At MRR, Page 5, Section V, Item 20, define "important police business." As officers are given a specific obligation to advise their relief about these matters, it is important that officers and supervisors understand this obligation the same way.
- At MRR Page 14, Section XI (A), Items 1, 5 and 6, replace the word "extreme" with a word more likely to be understood to have the same meaning by officers, supervisors and others who review CSU disciplinary procedures.
- In Section 41.08 (I)(B) of the Policies & Procedures Manual (Body Camera Policy), define specifically the point where an event is considered "completed."
- Given CSU's downtown location and immediate surroundings, install a sufficient number of external facing cameras to ensure comprehensive coverage, from multiple angles, of all the streets and sidewalks adjacent to the CSU campus.
- Adjust intake practice so that, when it can be avoided, officers are not brought in from patrols to process walk-in complaints.
- To facilitate uniform investigations and reduce the possibility that key steps are missed or delayed, create a use of force checklist as a quick reference for supervisors and officers.
- Include, in the policy statement section of the MRR, the promotion of campus awareness of CSUPD practices as a central priority in the CSUPD mission.

Area 10: Staffing and Deployment

Agency Structure and Function
CSUPD employs a blended staff of sworn police officers and non-sworn security officers.

Sworn Staff (Police Officers)
CSUPD sworn personnel are state of Ohio certified (OPOTA) police officers who perform law enforcement duties on the CSU campus. Their basic duties include patrolling, responding to calls for service, investigating crimes, conducting field interviews, traffic enforcement, and making arrests. Police officers patrol the campus in marked police vehicles and on foot. Sworn personnel include 25 full-time and 5 part-time police officers. Part-time police officers are not included in the daily patrol manpower on campus. They work as needed   to provide a law enforcement presence at large special events on campus.

Non-Sworn Staff (Security Officers)
CSUPD also has a non-sworn, unarmed staff of security officers. In addition to providing a visible uniformed presence on campus, the security officer staff perform a variety of non-law enforcement campus safety services, including building and lot checks, safety escorts, motorist assistance, locking and unlocking doors in CSU buildings, fire watches, and taking some non-criminal reports. Security officers patrol the campus on foot and in marked security vehicles.

Current Sworn and Non-Sworn Staffing

Sworn Police Officers			Non-Sworn Security Officers	
Chief	1		Sergeants	2
Captain	1		Officers	5
Lieutenant	1			
Sergeants	4			
Detective Sergeants	2			
Officers	16			
*Part time police officers	5			
Total	30		Total	7

*Part-time police officers are not part of the police FOP bargaining unit and are not part of the daily patrol shift staffing numbers. They are professional staff employees that work as needed to provide law enforcement staffing at large special events on campus.

Findings
Within CSUPD there is a large difference in staffing levels between the sworn police and non-sworn security officers. The police officers provide the law enforcement presence needed to make arrests, investigate criminal activity, respond to critical incidents should they occur on campus, and traffic enforcement. However, many of the daily safety services provided to the campus community are non-law enforcement related. For example, there were more than 18,000 safety escorts performed in 2019 by the security officers while police officers completed more than 300 safety escorts. Safety escorts are a primary duty of the security officer. Police officers only conduct safety escorts in the absence of a security officer being on duty. Conversely, foot patrols of CSU buildings fall heavily on the police officers. Although it is important to have both police and security officers patrolling buildings on foot, most of the foot patrols are being conducted by police officers due to the limited availability of the non-sworn security officer staff across all three patrol shifts. These types of non-law enforcement activities may be better performed by the security officers.

Recommendations
There is a clear gap in the police officer versus security officer staffing in the police department. The security officers perform most of the student service-related activities, while the police officers focus on law enforcement-related responsibilities.
- To create a greater balance within the staffing levels of each unit, consideration should be given to increase non-sworn security officer staffing. This would create greater opportunities for the security officer staff to provide a more visible uniformed presence within all campus

buildings, including CSU residence halls, as well as be a safety resource to the campus community inside CSU buildings. CSUPD has a number of vacant and funded but unfilled positions in both the police and security units. This funding should be used to help increase the security officer staffing in the police department.

Appendix 1: Reasons for arrest: category definitions

VIOLENT CRIMES AGAINST PERSONS:
*DOMESTIC VIOLENCE
*VIOLATING PROTECTION ORDER
*ROBBERY
*AGGRAVATED ROBBERY
*MENACING
*AGGRAVATED TRESPASSING
*SEXUAL IMPOSITION
*ASSAULT

PUBLIC ORDER OFFENSES
*DISORDERLY BEHAVIOR NOT INVOLVING HARM TO SELF OR OTHERS
*PUBLIC INTOXICATION
*POSSESSION OF DRUGS/DRUG PARAPHERNALIA
*OBSTRUCTING OFFICIAL BUSINESS
*CRIMINAL MISCHIEF
*PUBLIC INDECENCY
*OPEN CONTAINER
*TELECOMMUNICATIONS HARASSMENT
*OBSTRUCTING CROSSWALK

TRAFFIC RELATED OFFENSES
*DRIVING ON WRONG SIDE OF ROADWAY/WEAVING
*PHYSICAL CONTROL
*SPEEDING
*LIGHTS REQUIRED
*EXPIRED REGISTRATION
*DUI
*DISOBEYING TRAFFIC SIGNAL
*SIGNAL USE REQUIRED/TURNING AT INTERSECTIONS
*DRIVING UNDER SUSPENDED LICENSE
*DRIVING WITHOUT A LICENSE
*DURING CALL FOR SERVICE: ACCIDENT

PROPERTY/NON PERSON RELATED OFFENSES
*BURGLARY
*THEFT
*MOTOR VEHICLE TRESPASS
*CRIMINAL TRESPASS
*RECEIVING STOLEN PROPERTY
*MISUSE OF CREDIT CARD]
*VANDALISM

Appendix 2: Definitions of violent compared to non-violent incidents precipitating arrest

VIOLENT:
- 2911.211 - AGGRAVATED TRESPASSING - CAUSING PERSON TO BELIEVE THAT THE OFFENDER WILL CAUSE PHYSICAL HARM
- 2911.02 - ROBBERY - FORCE; THREAT OF FORCE
- 621.07 - MENACING
- 605.03A1 - DISORDERLY CONDUCT; FIGHTING; THREATENING; VIOLENT/TURBULENT
- 605.03B2 - DISORDERLY CONDUCT; INTOXICATED W/ RISK OF HARM TO SELF OR OTHERS
- 2911.01A1 - AGGRAVATED ROBBERY - DEADLY WEAPON ON OR ABOUT OFFENDER; CONTROL; DISPLAY; BRANDISH; INDICATE POSSESSION OR USE WEAPON
- 619.04 - SEXUAL IMPOSITION

NON-VIOLENT:
- 413.03 - TRAFFIC CONTROL SIGNAL AND LIGHTS
- 2917.11B1 - DISORDERLY CONDUCT - INTOXICATED ANNOY OR ALARM
- 433.011 - PHYSICAL CONTROL
- 435.09E - EXPIRED REGISTRATION
- 605.13 - PUBLIC INTOXICATION
- 617.07 - OPEN CONTAINER PROHIBITED
- 623.04 - CRIMINAL TRESPASS
- 2907.09 - PUBLIC INDECENCY
- 2913.21 - MISUSE OF CREDIT CARD
- 2919.27 - VIOLATE PROTECTION ORDER OR CONSENT AGREEMENT
- 2925.11 - POSSESSION OF DRUGS
- 431.30 - ONE WAY STREETS AND ROTARY TRAFFIC ISLANDS
- 607.17 - POSSESSION OF DRUG PARAPHERNALIA
- 2913.02 – THEFT /625.05 - PETTY THEFT
- 625.07 - MOTOR VEHICLE TRESPASS
- 433.01A1 - DRIVING UNDER THE INFLUENCE OF ALCOHOL OR DRUGS
- 4511.194 – HAVING PHYSICAL CONTROL OF VEHICLE WHILE UNDER THE INFLUENCE
- 4511.19A1H - DUI - BREATH-CONCENTRATION GREATER THAN .17 OF 1 GRAM PER 210 LITERS OF PERSONS BREATH
- 623.03 - CRIMINAL MISCHIEF
- 431.08 - DRIVING IN MARKED LANES OR CONTINUOUS LINES OF TRAFFIC
- 435.01A – DRIVER'S LICENSE REQUIRED
- 607.03C2 - POSSESSION OF MARIJUANA - LESS THAN 100 GRAMS 615.06 –
- OBSTRUCTING OFFICIAL BUSINESS
- 625.21 RECEIVING STOLEN PROPERTY
- 2911.12 - BURGLARY
- SERVICE CALL - MOTOR VEHICLE ACCIDENT
- 431.33 - OBSTRUCTING INTERSECTION; CROSSWALK; OR GRADE CROSSING
- 2909.05 - VANDALISM
- 605.03A2 - DISORDERLY CONDUCT; OFFENSIVE UTTERANCE; GESTURE; LANGUAGE
- 605.03B1 - DISORDERLY CONDUCT; INTOXICATED IN PUBLIC PLACE; OFFENSIVE

Appendix 3: Student Interviews and Surveys

The Student Government Association (SGA) conducted an informal survey on social media over the Summer of 2020. They had 53 student responses with 72% indicating that they felt comfortable going to CSUPD officers for help and 56% indicating that they felt the CSUPD needs some type of reform. In addition, the Cleveland Chapter of the Ohio Student Association conducted a survey of CSU students, to which approximately 30 students responded.

Student Leader Call

- The three students on the group interview call agreed that having armed officers at on-campus events is awkward and unnecessary; they questioned if this requirement could be changed.
- One LGBTQ+ student group shared that they prefer to work with one particular officer on the force with whom they have a relationship. This is the only officer they request for events. The rationale given was that one officer misgendered students in a report and appeared insensitive in an interaction with some LGBTQ+ students.

CSU Student Government Association (SGA) Survey

Below is a summary prepared by **Renee Betterson, President of the CSU Student Government Association (SGA),** of some of the feedback SGA has received from students regarding the CSUPD through social media and conversations on campus:

- Students seem generally split when it comes to their level of trust in the department. A little more than half of the students we've heard from have said that they are comfortable reaching out to the CSUPD for help, while the rest indicated they were not at all comfortable calling CSUPD if they or someone else needed help.
- A vast majority of the students we've heard from have said that CSUPD needs some kind of reform (faster response times, no weapons, training, etc.).
- Black student group representatives expressed concern about the police force being weaponized by other students to break up meetings, report normal behavior, etc. of students of color. They note that this may be an issue of campus climate training as well as improved awareness on the part of the officers who receive such calls.
- Some students of color feel unsafe going to the CSUPD for help based on past negative experience or the perception that they will not be treated fairly.
- Some student representatives expressed concern about having officers on campus with weapons, reasoning that it made them feel uneasy.
- Many students expressed frustration regarding the recent "lock out" fee for gaining access to locked rooms and offices with CSUPD help.
- Many students expressed concern regarding slow response times.
- Some students enjoy Coffee with a Cop. Several students mentioned this outreach program as part of their experience with the department.

Below are some quotes from the SGA survey:

- "Do not allow officers to carry weapons."
- "They were very calm and helpful when I called in with suicidal thoughts."
- "They are BEYOND slow when they're called."
- "I've had really positive experiences with them; love coffee with a cop and I feel like they take me seriously."
- "I've had poor experiences with Campus police and I don't feel comfortable reaching out to them at all."
- "I've had mixed experiences with [CSUPD]. Some ok, others very questionable."
- "Campus police need better training on how to deal with mentally disabled students"

- "The police should not charge a fee to let us back into rooms we've been locked out of just to get our stuff."

Ohio Student Association (OSA), Cleveland Chapter Survey

Attached is the Ohio Student Association, Cleveland Chapter survey on student attitudes about the CSU Police Department. Student comments are below.

- "Police were called to my on-campus apartment after a noise complaint due to a verbal altercation between some of my friends (also students). Despite my being mainly concerned for my upset friends' well- being (who had run at the sound of police), the police were only concerned with acquiring their names and pushing me to press charges. They searched my apartment despite my protests to not do so (they physically pushed their way in past me, looking for my friends). When I was not interested in pressing charges or giving names (for a situation that only involved me by proximity), they left me shaking on the floor and with their card in case I "change my mind". This all left me feeling much less secure and calm than before they had arrived, and their eagerness to send some students to court was feasible. I was badly triggered by the forced invasion of my home."

- "I reported something that occurred between myself and another student on campus a few months after it happened (and while undergoing a campus investigation). The officer didn't seem to know how to handle an out of state ID, had me fill out the police report/be questioned in the lobby, ate her lunch and watched videos as I had to write everything that happened to me out on paper. I'm also trans and I was misgendered the entire time and through the whole report. I then I got a few calls from the officers asking if I was dating him, if I was sure about what I said, if I really wanted to do this, etc.. They closed the case a literal minute after the report was written (from the time stamps on the report itself) so they never reached out to him about anything (she actually asked me to do so which would have gotten me expelled because I took out a No Contact Directive against humanity). The entire time I was humiliated and I was literally having a panic attack in their lobby being asked if I was sure it happened because I let him into my dorm to spend the night, if I was sure he was sober, if he knew campus resources to get help cause he "seemed to need some", why I didn't file sooner and other invasive questions. It was obvious that no one actually wanted to help me, she treated me like I was a hassle on her lunch break. I filed a complaint in May a few months after it happened and I was told some retraining was done with that officer and more training on how to work with transgender people was going to be implemented."

- "My good friend called me immediately following an encounter in which a campus officer tried to flirt with her, while on duty, in uniform."

- "Sometimes [students] use them unnecessarily because they don't know how to deal with "uncomfortable" situations that aren't necessarily actually dangerous or violent."

- "I always see them sitting around, like at the health science building, and near Fenn. Makes me wonder what they're even supposed to be doing."