



San José State University Police Department Special Event Request Form

(This form must be completed and submitted to the University Police Department no less than 14 days prior to the event.)

Case Number _____ (UPD Use Only)

Today's date: _____

Event date: _____

Start time: _____ (A.M./P.M.) End time: _____ (A.M./P.M.)

Location of event: _____

Expected attendance: _____

Entry fee? YES NO Amount: \$_____

Alcohol served or allowed? YES NO

Students & guests only? YES NO

ID checked at door? YES NO

Will "IN & OUT" privileges be allowed? YES NO

Will sponsor assist with security? YES NO

It is mandatory you read and sign the attached Special Event Security Policy before submitting this request form.

Name of person requesting police personnel:

Contact (Work) _____

telephone: (Home) _____

Name of sponsoring group:

Name of person in charge at event:

Billing account #: _____

Account authorization name: _____

Account authorization signature:

Billing address: _____

Enter start and end times for each staff member requested.

| POSITION(S) REQUESTED | START TIME | END TIME | STAFF ASSIGNMENTS (UPD USE ONLY) |
|---------------------------|------------|----------|----------------------------------|
| Police Officer | | | |
| Police Officer | | | |
| Police Officer | | | |
| Police Officer | | | |
| Police Officer | | | |
| Police Dispatcher | | | |
| Community Service Officer | | | |
| Community Service Officer | | | |
| Community Service Officer | | | |



EVENT SUMMARY

(THIS PAGE FOR UPD USE ONLY)

Event Summary Case Number: _____

The 'Special Event Customer Survey' was delivered to:

Event attendance: _____ Actual start time: _____ Actual end time: _____

Was staffing appropriate? YES NO (List suggested changes in staffing and reasons for change):

Sponsor in charge at event: _____ Building Manager:

of 10-15 incidents: _____ # of 10-46 incidents: _____ # of 415 incidents: _____

of 10-51 incidents: _____

Document any unusual police activity associated with this event on CR-2 and attach to this form.

1) _____ 2) _____ 3) _____ 4) _____ 5) _____

REPORTING OFFICER: _____ SUPERVISOR APPROVAL: _____

DATE AND TIME COMPLETED: _____

San Jose State University Police

Special Event Security Policy

The San Jose State University Police are responsible for maintaining the peace and enforcing laws within the boundaries of San Jose State University. The University Police Department maintains legal jurisdiction within that area and holds authority to restrict the use of private security companies on the campus. The University Police will assist in the development of a security plan and/or the deployment of security personnel for any group requesting such. The University Police may recommend the cancellation of an event if adequate preparations are not made for the safety and security of the attendees or the general public.

UPD Philosophy - The University Police are dedicated to providing the highest level of professional law enforcement and public safety services to the University community. We are committed to understanding the community's needs and striving to meet and exceed those needs. We wish to assist in providing an environment that allows full participation in the educational environment by all members of the University community. We provide that assistance through consultation, supervision, education and enforcement. We encourage a cooperative effort by our members with the community members we serve.

Authority – All events on the university properties are governed under laws established under the “Presidential Directive on Grounds Use”. This document gives general procedures for scheduling the use of any facility. Specific procedures are established by the individual departments in charge of facilities. These specific procedures and the rules established in support of the site are “house rules”. The University Police are sworn police officers authorized under 830.2 of the Penal Code and therefore are responsible for enforcement of all laws and ordinances within their jurisdiction. The University Police will also assist in the enforcement of the presidential directive and house rules to the extent allowable under available law.

Arranging Security – Any group, club, individual or entity requiring security services should contact the University Police at 924-2171 to arrange an appointment to complete a “Special Event Request Form”. This form will be reviewed by the UPD Operations Commander and recommendations will be provided concerning appropriate security staffing. The recommendations are based on a number of criteria including: expected attendance, geographic areas of advertisement, presence of alcohol, event history, other campus and area events during the same time period, time of the event, location or site of the event and duration of the event.

UNIVERSITY POLICE RESPONSIBILITIES

Officer in Charge (OIC) – The senior ranking police officer working a special event will be automatically designated as the Officer In Charge(OIC) of the event. The OIC is responsible for assigning and supervising all officers and student assistants working the event, maintaining liaison with the sponsor group supervisor and the site supervisor, supervising all police activities and responses associated with the event and ensuring the safety of the event attendees and general public.

If the site supervisor or the sponsoring group supervisor disagree with the decisions or actions of the OIC, and are unable to resolve the issue through direct consultation, the shift Watch Commander (W/C) should be requested either through the OIC or by calling 924-2222. The W/C is the person responsible for all police field activities and is authorized to intervene.

Should the Watch Commander fail to resolve the issue, the Operations Commander may be paged either through the Watch Commander or by calling 924-2222. The Operations Commander is the lieutenant responsible for all police activities and is authorized to intervene.

Officer Duties - The officers are responsible for maintaining the peace and security of the event. Unless prior arrangements are made they do not work fixed posts and do not work alone. The Officer in Charge (OIC) will assign specific areas of responsibility to the other officers working an event and will supervise their attention to those duties. In general the officers are to remain mobile and, without interfering with the normal, safe operation of the event, provide general supervision of all ongoing activities. If disturbances do occur, the officers will take minimal necessary action to maintain a safe environment and resolve conflict. All enforcement actions by the officers will be documented in the event summary report completed by the OIC after the event. Officers will complete all necessary reports to document significant incidents and crimes occurring during the event.

Student Assistant Duties - Student assistants are responsible for site security tasks that will not require enforcement action. They are specifically forbidden from becoming physically involved in an incident unless they are doing so for the protection of themselves or another or they are directed to assist an officer in distress. They may work fixed posts or they may be assigned a patrol area within which they are to act as uniformed observers for the patrol officers. Student assistants are not armed and therefore will not be assigned to any duty requiring the security of money or high risk valuables.

SPONSOR GROUP RESPONSIBILITIES

Sponsor Group Supervisor – The event sponsor must identify a single person to be in charge of the sponsoring group's responsibilities and act as the sponsor group supervisor (SGS). This person will be the point of contact for the OIC and will maintain supervision of all student security and maintain liaison with the site supervisor.

Student Security – Student security are personnel supplied by the sponsoring group to assist with the security of the event. To be recognized as a security asset, these personnel must wear some form of identification that makes them easily recognizable as a security authority. They must be attentive to their duties and remain at their assignment until properly relieved.

Sponsor Group Assistance – Experience has shown that minor issues during events can usually best be handled and kept at a minimal level by restricting the visible response to a minimum. For this reason we suggest that the sponsoring group provide a student security unit to take initial action in dealing with minor issues, disputes, disagreements and violations of house rules. In those instances that the OIC or the student security feel that the issue exceeds or is not responding to the direction of the student security, the OIC will take appropriate action to resolve the situation.

Site Supervisor – The site supervisor/building manager is the representative of the University, assigned by the department responsible for the facility, with the responsibility to assist in maintaining security and order as well as protect the assets of the state. The OIC will look to the site supervisor for expertise concerning the site and "house rules" during the event. The OIC will work closely with the site supervisor and the sponsor group supervisor in making decisions concerning the handling of incidents and issues at the event.

Special Event Request Form/Event Summary (SERF) - This form must be completed by a person responsible for the payment of fees for the event security. The information requested on the form is needed to make decisions

on staffing levels and times for security personnel. The sponsoring group will be held responsible for remaining within the parameters established by the information given on the form. It is critical that all appropriate information be provided on the SERF. Billing/ payment information must be complete and accurate. Departments must list the account number to be charged, Student groups must list the ASBO account or purchase order number to be billed. A billing address must be listed.

Charges - The personnel assigned to work security by UPD are either experienced police officers working in an overtime status or highly trained students working as non-sworn Police Student assistants. All personnel are trained to provide consistently superior service and professional response to critical incidents. The costs for police officers is billed at \$42.00 per hour, per officer. The costs for police student assistants is billed at \$16.00 per hour, per student assistant. There is a minimum charge of three hours per officer/student assistant. Charges are included to cover the administrative costs of equipment use and administrative overhead at a rate of 8% directed to UPD and an additional 8% directed to SJSU Fiscal Services. A penalty fee of **25% will be added** to all events that file their SERF with the University Police less than 14 days prior to the date of the event. No charges are made for the administrative time involved in planning and arranging security.

Attendance – The expected attendance listed on the SERF is used to determine the level of staffing that will be provided to the event. It is important that due consideration be given to an accurate prediction of the attendance level. The OIC has authority to limit attendance to the expected level, waive the limit and set a new limit or waive the limit, contingent on the arrival of additional officers to assist with security for the larger attendance level.

Advertising – The SGS is responsible for notifying the University Police in advance of the event, the extent and method that an event is/has been advertised. The advertising range area and methods will have an impact on the nature of the attendees as well as the level of attendance. Any false representation by the SGS will be considered cause to increase security levels to maximum and/or to revoke permission for any future events.

Entry Requirements - Some events may require the use of metal detectors to search all patrons attending the sponsored event. These devices will be used by personnel other than University Police(i.e. security, student security, event staff, etc...). The police department will rent metal detectors to any group at a rate of \$10 each, per event. The request for these items must be noted on the SERF.

Alcohol - Alcoholic beverages will only be allowed at events when properly licensed, dispensed and controlled in accordance with state laws and the San Jose State Presidential Directive Regarding Use of Buildings and Grounds. Failure to properly check identification of drinkers or violations of licensing requirements may result in the issuance of a citation, arrest of violators and/or closure of the event. Any anticipated use of alcoholic beverages must be listed on the SERF.

In and Out Privileges – In and out privileges require that there be some provision for identifying patrons who have paid admission (hand stamps, etc...). It is the sponsor's responsibility to provide all materials and to control such access. **The practice of allowing in and out privileges is generally discouraged by UPD.**

Guest Lists – It will be the responsibility of the SGS to appoint a person to be responsible to monitor admittance by a guest list. The person appointed must have full authority to make such decisions and must remain accessible at the event entry point.

Event History - The University Police files will be utilized to review the history of any event for which security is requested. Events with a history of violent or disruptive incidents will be required to have higher levels of security than those which have not established such a history. The greater frequency and more severe the incidents, the higher the level of security.

Staffing Levels – The staffing levels for various events are set by the UPD Operations Commander with input from the sponsoring group supervisor and information drawn from the special event request form, prior similar events and any other information source. While it is well recognized that the security costs for an event can be very expensive, in fact in some cases prohibitive, the costs will not be a consideration by the Operations Commander when assigning staffing levels for an event. The greater responsibility remains maintaining the public safety, protect the attendees and the University community in general. The decisions concerning staffing levels will provide for adequate police response for all reasonably foreseeable incidents occurring as a result of the event's presence at the University. This level may well be greater than is needed by an event that has no difficulties or incidents and it may be less than is required for an event that suffers a catastrophic incident. It represents a best effort at assigning staffing at a reasonable level for all foreseeable incidents.

Entry Door - An officer will be assigned to work at the entry of any event when there is money being accepted at the door. The officer is responsible only for ensuring the security of the money and the person collecting it. That officer is not responsible for civil disputes, or any other matters arising at the site that might distract the officer's attention from the primary responsibility.

Timelines – The times listed for the event are used in making staffing decisions for the event and are expected to be accurate. Additional time may be charged beyond the actual event times to allow for pre-event briefing, post event activities, time expended investigating crimes/incidents, and writing reports associated with the event.

Closing time – The listed end time or closing time for the event is expected to be met. Any changes in the end time must be negotiated with, and agreed to by the OIC and the building manager. Any extension of the end time will be contingent upon the capability of maintaining an acceptable level of public safety at the site during the extended period.

Clearing – The event will not be considered closed or ended until the crowd has been disbursed from the area. The OIC will remain in contact with the site supervisor and the sponsor group supervisor to make the decision concerning how the group will be disbursed and the point at which the disbursement will be complete.

Arranging Parking – The Office of Traffic & Parking Operations is responsible for providing available parking to the University for academic purposes and for sponsored and contracted events. Any group, individual, or entity requiring parking for an event on campus should contact the University Police at 924-6567 to make arrangements to reserve or request parking spaces for their event. A written request will be required providing dates and times of use and the nature of the event. This request will be reviewed by the UPD Support Services Commander and recommendations will be provided concerning appropriate available parking resources and staff. The recommendations are based on a number of criteria including: expected attendance, day of the week, time of day, and review of any other programs or academic events on campus. Large events (1000+ parkers) planned during a scheduled curriculum day are discouraged as they may negatively impact the SJSU educational mission.

Parking Supervisor – A full-time civilian employee of the University Police Department will be responsible for monitoring and directing the activities of the Parking Assistants for any event during which money is collected. Parking supervisors are responsible for obtaining the required materials for providing event parking, coordinating with the (OIC), (SGS), and the Site Supervisor, and accounting for all appropriate funds and parking permits. One parking supervisor is required for each parking garage requested. One police officer is also required per money collection point to safeguard the staff and the collections.

Parking Assistant – Student employees of the Office of Traffic & Parking Operations are responsible for the collection of money and distribution of parking permits. Student employees may also perform necessary vehicle counts, direct traffic, place traffic control devices, and assist police officers as needed.

Costs – The costs for parking supervisors is billed at \$38.00 per hour, per supervisor. The costs for parking student assistants is billed at \$16.00 per hour, per student assistant. There is a minimum charge of three hours per supervisor/student assistant. The costs for police officers is billed at \$42.00 per hour, per officer. Charges are included to cover the administrative costs of equipment use and administrative overhead at a rate of 8% directed to UPD and an additional 8% directed to SJSU Fiscal Services. No charges are made for the administrative time involved in planning and arranging security.

I have received and read the San Jose State University Police "Special Event Security Policy" and understand the rules, guidelines and policies set forth in the document. As the sponsoring group's designated representative, I accept responsibility for the group's compliance with the policy and payment of all associated fees, costs and billing.

Print name: _____ Title: _____
Group Name: _____ Event Date: _____
Address: _____ City _____ ZIP _____
Telephone: (HOME) _____ (WORK) _____
Signature: _____ Date: _____

UNIVERSITY POLICE DEPARTMENT
SPECIAL EVENT CUSTOMER SURVEY
"Have We Served You Well?"

The San José State University University Police Department is an organization dedicated to providing quality service and continuous improvement. Your feedback is an essential part of our improvement process. Please take a moment to comment on the service we provided during your special event.

I. Please identify yourself: (Name Optional) _____

| | |
|--|---------------------------------|
| | Sponsoring Group Representative |
| | Event Venue Representative |
| | University Administrator |

II. Name of event: _____

III. Date of Event: _____

IV. Attendance: _____

Please review and rate your response to the following questions (1 being very dissatisfied, 2 being somewhat dissatisfied, 3 being satisfied, 4 being somewhat satisfied, 5 being very satisfied):

V. Please express your *overall* satisfaction with our services:

1. 2. 3. 4. 5.

VI. Please express your satisfaction with our pre-event planning support:

1. 2. 3. 4. 5.

VI. Please express your satisfaction with our parking services (if applicable):

1. 2. 3. 4. 5.

VII. Please express your satisfaction with our on-site uniformed police services (if applicable):

1. 2. 3. 4. 5.

VIII. Please express your satisfaction with our traffic control services (if applicable):

1. 2. 3. 4. 5.

IX. How can we improve the level of service we provided this special event?

If you have specific concerns, commendations, complaints, suggestions or just wish to elaborate on your above responses, please use the back of this page or attach an additional sheet of paper. Thank you much for helping us do what we do better.

May we contact you? If so, please provide a telephone number or email address.