



# THE DISPATCH

The University of Scranton Police Department

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## What's Inside:

UPD Job Shadowing	1
Building Access Upgrades	2
Table Top Exercise	2
UPD Makes Top 25 List	3
New Employees	3
Student Officer Spotlight	4

Editor: Erica Armstrong

## Did You Know?

Each year the Emergency Communications Center receives thousands of phone calls, many of which require a police response. Although the current calendar year has yet to come to a close, thus far UPD has responded to over 3457 calls for service with an average response time of 4 minutes. Calls for service include but are not limited to: fire alarms, medical calls, traffic issues, requests for safety escorts, lockouts, vehicle accidents, calls to investigate suspicious activity and other requests for general police services. Roughly 50% of our calls are community-based which illustrates the unique role University Police Officers have on our campus, providing both law enforcement and service-related functions for the community.

## UPD Partners with Direction for Job Shadowing By: Sgt Joe Laguzzi

Last December I was contacted by Jill West, manager at a local agency called Direction, whose mission is assisting individuals with disabilities in order to ensure an independent and productive future. She informed me that they have numerous young clients they wish to expose to certain career fields in order to create a constructive job shadowing experience. Being that she heard many positive things about UPD, and was aware that we are one of only a few accredited police agencies in Northeastern PA, she thought we would be a good organization to partner with. Ms. West and I had many conversations regarding creating opportunities for young high school and college aged clients from her agency. I thought visiting UPD would be great for Direction students because they would be exposed to the various functions of a Police Department but also be able to experience a college environment where so many students get their start in the law enforcement field. Chief Bergmann and Captain Cadugan also thought it was a good idea and gave the job shadowing visits the green light, with me supervising the students and managing the tours on campus.



Over the past year our department was able to host several students and give them a first hand look at how we operate. Every student is accompanied by a staff member from the Direction agency and the job shadowing tour usually starts out in the Sergeants office with me getting to know the student and learning if they have a specific area of interest in law enforcement. We continue with a tour of the station including a description of our administrative positions and their

functions, and introductions to officers on shift affording students the opportunity to ask questions about police work. The tour also includes a 'show and tell' of department issued equipment and our police vehicles, which is generally one of the highlights of the tour. The students also visit the Emergency Communications Center where a University dispatcher explains the numerous systems we use to keep our University community safe. The dispatcher also answers any questions relating to job functions, and shows the students how they assist police officers on a daily basis. The tour ends with students meeting with Student Officers who explain their role within the University community, provide a tour of campus, and answer questions about college life. The clients from Direction usually enjoy their interaction with the Student Officers because of their shared interest in law enforcement and because they have similar career goals. In fact, Ms. West informed me that many of the students who have visited University Police came away with a very positive experience and have taken further steps toward entering the criminal justice field. In addition, she stated that requests to visit our department are one of the most popular due to all of the positive feedback from the students who have visited us. As I informed Ms. West, all of us at UPD enjoy the visits knowing that our interactions have a lasting impact, and can help propel them into a career in law enforcement.

**Building Access During Emergencies****By: Chief Don Bergmann**

On September 28, 2018, University and Scranton Police responded to possible shots fired on Mulberry Street. Police cordoned off the area, and Scranton Police brought in their tactical team to search an apartment complex located at 1320 Mulberry Street. The University's Emergency Notification System was activated, and all exterior doors were secured through Blackboard Transact allowing for 'Royal Card Access Only'. This capability, which has allowed us to rapidly secure buildings, proved to be invaluable to the University Police Department and how we respond, or plan to respond, to incidents in our community.

# Blackboard transact™

It was an active shooter event in October, 2015 on Umpqua Community College that initially prompted us to evaluate our capabilities here. How would we keep our community safe when all doors had to be manually secured? So in 2017, University Police, Facilities, and IT embarked on a campus-wide project that would provide us the ability to remotely control

all doors through the Blackboard Transact system. Now with the click of a mouse, most exterior doors can be secured so that access is only permitted through the use of a Royal Card or in an extreme situation, all doors can be completely locked so that no entry is permitted. We tested the system during Fall Break in 2017, but September 28th was the first time we secured our doors as a result of an actual incident. Of course, with any event there is always something to learn, what went well, or what didn't.

The biggest misconception was, that the University went into "Lockdown". After a review of the incident by the Incident Management Team, we were tasked with educating our community on the difference between 'Card Access' and a 'Total Lockdown'. We collectively devised the term "Royal Card Access Only", and revised our Emergency Desk Top Reference, the Classroom Sign, and our Emergency Response Plan, explaining the difference. The most important distinction being, in a 'Lockdown' Royal Cards will not work, and anyone not able to get into a building should immediately find safe shelter off-campus. 'Royal Card Access Only' could be implemented as a simple mitigating measure for any threat, where we think it would be safer to control access to our buildings. Depending on the incident, we could be in this state for hours or even days. The University already requires card access on weekends and evenings. During a Royal Card Access Only event, campus activities might be restricted but typically, classes and University business would continue under a normal schedule.

Fortunately, incidents like this occur infrequently. The challenge is always being proactive and prepared to deal with any incidents as they arise, including the ability to activate the Emergency Notification system and control the University's doors within a few moments. Ensuring that all University Police personnel including Police Officers, Dispatchers, and Service Officers are ready and able, is an individual, and continuing responsibly.

**University Competes Annual Tabletop Exercise****By: David Kostiak**

Each year The University of Scranton is tasked with testing the institution's emergency response procedures as required by the Department of Education. On December 5th, 2018, the Incident Management Team (IMT), who is comprised of Divisional and Department leaders throughout the institution, came together in order to test their level of



preparedness in the event of a crisis. The Emergency Operations Plan (EOP) provided the framework necessary to aid emergency managers in the rapid decision-making process that must accompany any effective response to a variety of emergency situations. With these concepts in mind, the exercise provided participants with an opportunity to implement current response concepts, plans, and capabilities, and also served as an opportunity for institutional members to develop skills that aid in their professional development.



## University Police Makes Top 25 List

By: Erica Armstrong

This fall, the University Police Department was recognized for our safety-related departmental accomplishments which secured us a place on the National Campus Safety Summit's *Safe Campus Top 25 list*. This list acknowledges the many public safety/police departments throughout the nation for their outstanding contributions to student safety and security on college campuses. Eligibility for this honor is open to all 4,706 degree-granting higher-education institutions recognized by the U.S. Department of Education, and for that reason, we are thrilled to have been named to this list. According to the National Campus Safety Summit, University Police was recognized for our efforts in increasing the number of safety related programming on campus, our overall reduction in UCR reportable crimes, and our intentional promotion of UPD through social media, campus patrols, and partnerships with other University of Scranton Departments. Placing on the top 25 list is truly a testament to our mission: to serve and protect the University Community through the delivery of a caring, competent, and professional police service, and we are grateful our hard work does not go unnoticed.



## UPD Welcomes New Employees

By: Erica Armstrong

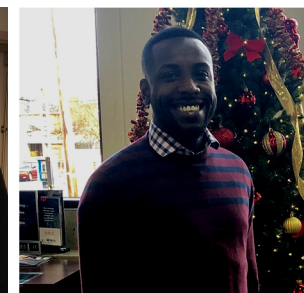
University Police welcomed 6 new employees in the fall semester: two Service Officers, two Shuttle Bus Drivers, a per diem Dispatcher and a Police Officer. Daquan Beacham and Bill Davis joined the department at the beginning of the school year filling two vacant Service Officer positions. Bill, a native of Taylor, previously worked for General Dynamics as a Metrology Technician and the Riverside School District before coming to the University. In his free time he enjoys spending time with his family, traveling, and watching sports. Daquan Beacham, a Scranton transplant, previously worked at a juvenile detention center and enjoys working in the field of corrections/law enforcement. He hopes one day to become a sworn police officer and believes working with UPD will build upon his experience, and help him achieve his future career goals. Andrew Kuruszko and Joseph White join our team in the newly established shuttle bus driver position. Andrew, a native of Mirsk, Poland, can be seen driving community members to the Quinn Complex on the weekends and also works full time for COLTS as a transit driver. In his free time Andrew enjoys traveling around the world, and to date has visited over 50 countries. Joseph White, a graduate of The University, retired from the United States Postal Service as a Postmaster in 2009, and has spent the last 10 years working in the transit industry as a driver. He is excited to be working for the University where 13 members of his family are alumni. Our new per diem Dispatcher Na-oleh "RJ" Benbow, who is originally from Kingston, Jamaica, worked for the Jamaican Constabulary Force for 4 years before coming to the United States to pursue an education. RJ is working towards a Bachelor's degree in Management Information Systems and is excited to be working for UPD as a Dispatcher because it combines his experience as a police officer with his interest in Information Technology. Our newest employee, Brittany Mang, is a native of Carbondale and a 2018 graduate of the Lackawanna College Police Academy. She also holds a Bachelor's Degree and a Master's Degree in Health Services Administration from Marywood University. When she is not on duty at UPD she can be seen in Carbondale City where she works part time as a patrolwoman, or spending time with family and friends. Please help us in welcoming these new employees to the University!



Bill Davis (L) and Daquan Beacham (R)



Joe White (L) and Andrew Kuruszko (R)



Na-oleh 'RJ' Benbow



Brittany Mang and Judge Gerulo

## Student Officer Spotlight: The SO Experience

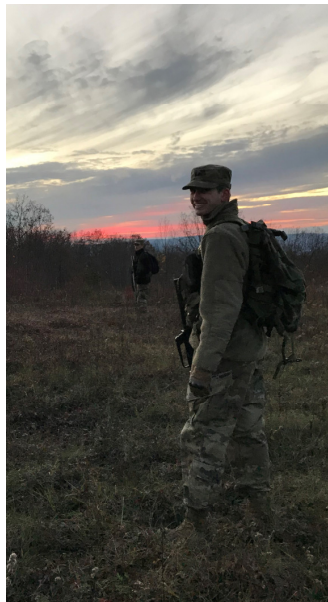
By: SO Cpl Ryan Walker

I transferred to the University of Scranton as a sophomore in the fall semester of 2017. Before the start of the semester, I was looking for potential places to work on campus and I came across the University Police web page. I found some information about the Student Officer program and found it very intriguing. I have always been interested in law enforcement, so I decided to apply. Once I was hired, I was welcomed with open arms and immediately became a part of the University Police family. My coworkers made my first few weeks at The University of Scranton so much easier because it gave me people to talk to when I didn't know anyone else. Some of those people are now my closest friends. I wasn't quite sure what to expect when I applied, but working as Student Officer has been so much more rewarding than I could have ever imagined.

As a Student Officer, I am a link between the University Police and the community that we serve. Every single shift I work is different and I never know what kind of situations I may encounter while on patrol. I have learned to be prepared for anything and to treat the people I interact with, with dignity and respect. Through handling different situations, I have learned how important it is to remain level headed when responding to a call for service. Because of the nature of the situations I am involved with, I have been able to improve my critical thinking and conflict resolution skills, as well as the ability to make quick decisions under pressure. Above all, working as a Student Officer has enhanced my leadership capabilities, my interpersonal skills, and my ability to understand people. These skills I have learned, and continue to learn, are very important in any law enforcement field. I am confident that these skills will help me get a job after I graduate, and will help to differentiate myself from other applicants.



Ryan pictured receiving his Corporal promotion certificate



This past summer I was lucky enough to apply the skills I learned in the SO program while working for the Ocean City, MD Police Department as a Public Safety Officer. All the skills and knowledge I gained while working as a Student Officer applied to my time in Ocean City. From the application processes, to my last day on the job, I felt extremely comfortable and prepared while working for OCPD. It is a large department, and everything is very fast paced, but I was able to adapt and succeed very quickly. I attribute that success to my time spent with the University Police Department. My experience as a Student Officer helped me to expertly handle many stressful situations that I otherwise wouldn't have been able to.

As a ROTC Cadet and future Army officer, the ability to lead and interact well with others is key. Working as a Student Officer has greatly enhanced my leadership skills and my confidence in the ability to lead others. Since being promoted to Student Officer Corporal, I have taken on the responsibility of supervising a shift and training new Student Officers. My role as a

Corporal is to develop other Student Officers, mentor them, evaluate them, and hold us all accountable for our actions. These are the basics of leadership, and are the same tasks I will be performing as an Army officer, so it is great practice and development for me. Additionally, the other skills I have picked up in the Student Officer program directly relate to the Army. Being an Army officer means being good at managing people so the interpersonal, conflict resolution, and decision-making skills I have learned will be a great help for me in my future.



Ryan preparing for a U.S. Army Training exercise

I am looking forward to the next year and half working as a Student Officer in the program. Once I graduate, I know I will always be grateful for my time spent with University Police, and all the valuable lessons it will have taught me.