

Police Department Manual (PDP)

PDP 101–03: Emergency Notification and Clery Timely Warning

Effective: 1/1/2010

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Purpose

In the event of a confirmed significant emergency, to provide guidelines for the authority, use, and content of the variety of communication methods to disseminate information by Arizona State University (ASU) to the university community and other target audiences.

Sources

Code of Federal Regulations, Title 34, § 668.46, *“Institutional Security Policies and Crime Statistics”*

Public Law 110-315, *“Higher Education Opportunity Act”*

Arizona State University Emergency Operations Manual

Arizona State University Critical Incident Response Guidelines

Applicability

Downtown Phoenix, Polytechnic, Tempe, and West Valley campuses; ASU in Washington D.C.; ASU California Center; ASU at Mesa City Center, ASU School of Social Work Tucson and ASU at Lake Havasu.

Definitions

As used herein:

Campus, Campuses, and University Community refers to all ASU campuses as listed in “Applicability.”

ASU Alert (Emergency Notification) - used to communicate primarily life-threatening situations to the ASU community through a variety of methods, including text messaging.

ASU Advisory used to communicate primarily non-life threatening situations to the ASU community that may have a substantial impact on university operations (i.e., road closures, building closures, etc.).

“All-Clear” messaging used to signify a conclusion of the ASU Alerts or ASU Advisory.

Crime Alert - (Clery Act Timely Warning) .

The Jeanne Clery Campus Safety Act requires notification to be issued to the campus community when a Clery-specific crime reported to a Campus Security Authority or local police agency has occurred within ASU Clery-specific geography, and the crime may represent a serious or continuing threat to the campus community. ASU issues Timely Warnings in the form of Crime Alerts.

ASU issues the Crime Alert as soon as pertinent information is available so students, faculty, and staff receive timely notifications of crimes, including any confirmed significant emergency or dangerous situations that may present a threat to the campus community to heighten safety awareness and provide information that may aid in the prevention of similar crimes.

Campus Security Authority

ASU uses the definition in 34 CFR § 668.46(a) to identify ASU personnel who are campus security authorities

Pastoral Counselor

Exemption for pastoral counselor and professional counselors (not Campus Security Authorities)

A person who is associated with a religious order or denomination, is recognized by that religious order or denomination as someone who provides confidential counseling and is functioning within the scope of that recognition as a pastoral counselor.

Professional Counselor

A person whose official responsibilities include providing mental health counseling to members of the institution's community and who is functioning within the scope of the counselor's license or certification.

Background

According to Public Law 110–315 “*Higher Education Opportunity Act*” and the Code of Federal Regulations (CFR), Title 34, §668.46 (g) “*Emergency response and evacuation procedures*. An institution must include a statement of policy regarding its emergency response and evacuation procedures in the annual security report. This statement must include - (1) The procedures the institution will use to immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of members of the university community occurring on the campus.”

Policy

ASU will issue Crime Alerts (including Clery Act Timely Warnings) and ASU Alerts (Emergency Notifications) in accordance with 34 CFR § 668.46(e), this policy, and applicable procedures.

When an ASU Alert is issued, a Crime Alert covering the same incident or information is not required.

Neither Crime Alerts nor ASU Alerts will include the names or other identifying information of victims as defined in Section 40002(a)(20) of the Violence Against Women Act of 1994 (42 U.S.C. § 13925(a)(20)).

It is ASU's intention to make the best decisions possible to ensure the safety of the university community based on the information available at the time a decision is made. Upon confirmation of a significant emergency or dangerous situation occurring on campus involving an immediate threat to the health and safety of members of the university community, ASU may employ a variety of communication methods to notify the university community. The intent of ASU Alerts and Crime Alerts are to provide information that enables members of the community to protect themselves.

Note: The communication levels identified below were developed from a communications standpoint and do not replace [ASU Police Department \(ASU PD\)](#) standards of public safety threats. Nothing in this protocol is intended to limit ASU PD from taking needed action to maintain a safe and secure university community, including issuing ASU Alerts and Crime Alerts.

ASU PD is the primary agency that confirms a significant emergency on campus through notifications from 9-1-1 calls or from personal observations by its officers, the sworn police officers of another agency, or other security personnel. Other departments at ASU, such as [Environmental Health & Safety](#) may also confirm a significant emergency.

Without delay, and as soon as information is confirmed, while taking into account the safety of the community, ASU PD will determine the content of the notification and activate/send it unless, in the professional judgment of responsible authorities, a message would compromise efforts to assist a victim or to contain, respond to or otherwise mitigate the emergency. Responsible authorities include but are not limited to command-level personnel (i.e., police chiefs, commanders, lieutenants, battalion chiefs, etc.) from either law enforcement or fire agencies responding to the incident. Thereafter, ASU PD will consult with the university's emergency policy executive and the ASU Media Relations as soon as possible.

Procedures

Information will be sent as soon as possible upon notification and confirmation of a situation occurring on campus that poses an immediate threat to the health or safety of students, employees, or visitors.

Authority for Activating Notification

For all situations, the ASU PD has the authority to send an ASU Alert without prior approval.

ASU PD has the authority and responsibility to send ASU Alerts and will determine how much information is appropriate to disseminate. In addition, the ASU Media Relations, in consultation with ASU PD and executive staff, also has the ability to craft and send messaging, most often for non-police related events, as follow-up to an emergency incident, or when Police Dispatch is overwhelmed and cannot send an ASU Alert because of call volume.

For campus locations outside of the Phoenix metropolitan area that are not patrolled by ASU Police, the ASU Police monitors alerts and advisories issued by local law enforcement to determine if they impact the campus community and, when necessary, issues an ASU Alert or Crime Alert when warranted.

ASU Police and security personnel at ASU's Los Angeles, California; Tucson, Arizona and Washington, D.C. campuses have requested cooperation from local law enforcement by asking to be kept apprised of crimes that warrant an ASU Alert or Crime Alert. In Tucson, Arizona; Los Angeles, California and Washington, D.C., the local law enforcement agencies with primary jurisdiction for the ASU campuses will issue alerts for crimes determined to pose a threat to the community. ASU Police monitors the applicable law enforcement alerts to assess if they impact the campus community and whether an ASU Alert or a Crime Alert is warranted for the campus community.

For messages other than those sent by ASU PD, it is the responsibility of the Office of Public Affairs' vice president, associate vice president, or Media Relations' director, or their designee, to determine the content of the notification. To ensure proper implementation of the appropriate methods for the incident at hand, Public Affairs will coordinate with:

- the university's emergency policy executive
- ASU PD
- ASU Emergency Management
- ASU Student Affairs personnel
- and
- other responsible parties.

The communication method and message are approved by the university's emergency policy executive or designee in consultation with ASU Media Relations.

ASU Alert and ASU Advisory Activations

A determination/decision as to whether or not to activate the emergency notification system should be conducted on a case-by-case analysis. ASU PD initiates the notification system and puts into effect an “ASU Alert” or “ASU Advisory.”

The criteria used to determine the appropriate communication response will include:

- location police response nature potential
- effect on the university community potential
- effect on the larger community
and
- ability to contain the emergency/incident.

According to [*The Handbook for Campus Safety and Security Reporting*](#), use of the emergency notification system might be relevant during:

- outbreak of serious illness(es), such as meningitis or norovirus
- extreme weather conditions that might be approaching
- fire(s)
- act(s) of violence (ongoing)
- gas leak(s)
- terrorist incident(s) armed intruder(s) or incident(s) involving deadly or dangerous weapon(s)
- civil unrest
- explosion(s)
or
- nearby chemical or hazardous waste spill(s).

Information in ASU Alerts and ASU Advisories

The information shared in ASU alerts and ASU advisories is designed to enable the campus community to protect themselves or should include information that promotes safety and aids in the prevention of similar crimes. They may include pertinent information such as:

- General location of incident
- Instruction on what to do (i.e., evacuate area, avoid area, follow instructions of authority on scene)
- General description of crime(s) and factors which may have contributed (i.e., victim left laptop on table while waiting to purchase food.)
- Requests for assistance from the community in identifying suspects, vehicles, etc.
- An "All-clear" message once a situation is contained and it is safe to return to the area.

Target Audiences

First responders, primarily members of ASU PD, will determine what segment of the campus community will receive the notification based on the nature, severity, and location of the emergency. Registered parties of the mass notification system can customize their accounts to a specific campus. However, life threatening situations will be conveyed via an “ASU Alert” to all ASU and affiliated e-mail addresses. Follow-up information for life-threatening and other situations will be sent using the mass notification system upon confirmation of the information.

Furthermore, follow-up messages to the university and to broader audiences, such as parents and alumni, will be sent as needed.

Methods

A variety of methods for relaying information can be used and is driven, somewhat, by the incident. Because each situation will present individual challenges, some or all of these communication methods will be used in an emergency. Methods that may be used to notify the community may include:

- ASU homepage messages
- ASU news page messages
- ASU Police media notification system
- ASU Police website or homepage messages
- ASU Police patrol vehicle public address system
- Clery Act Timely Warnings Door-to-door notifications
- Emergency information hotline messages
- Emergency bulletins issued through ASU media
- Facebook posts | @ASUPolice
- Freeway electronic billboards
- Mass email
- Reverse 911
- Text messages and broadcasts via the ASU LiveSafe app (must have the app to receive)
- Social media platforms, such as Facebook and X | @ASUPolice

“All-clear” notifications/messaging will be sent to signify the conclusion of the Alert/Advisory.

Crime Alerts (Clery Act Timely Warnings)

The Jeanne Clery Campus Safety Act requires institutions to alert the campus community by issuing a Clery Act Timely Warning when one of the below listed Clery-Specific crimes is reported to a Campus Security Authority or local police agencies, has occurred within ASU Clery-specific geography and the crime poses a serious or ongoing threat to the campus community. ASU PD issues Clery Act Timely Warning notices in the form of Crime Alerts.

In order to heighten safety awareness, ASU Police Department will issue Crime Alerts to notify students, faculty, and staff of crimes which may represent an ongoing threat to the campus community. The Crime Alert may also seek information which may lead to an arrest and conviction of the offender.

The ASU Clery Determination group and the ASUPD Public Information Officer are responsible for creating and publishing the Crime Alerts will be disseminated utilizing a variety of methods which includes at a minimum, mass email and posting to the ASU Police website. In addition, information may be shared through social media and the posting of bulletins on campus. ASU Police Department works closely with individuals reporting serious crimes to ensure the victim’s privacy while also ensuring the community has adequate information regarding potential risks.

Crime Alerts are typically issued when appropriate for the following Clery Act crime classifications:

- Murder/Non-Negligent Manslaughter
- Manslaughter by Negligence
- Sexual Assaults including Rape, Fondling, Incest, and Statutory Rape (
- Robbery
- Aggravated Assault
- Burglary
- Motor Vehicle Theft
- Arson
- Hate Crimes

- Dating/Domestic Violence
- Stalking
- Hazing

The Clery Act Timely Warning crimes listed above will be evaluated on a case-by-case basis to determine whether an ongoing threat to the larger university community exists warranting issuance of a Timely Warning Crime Alert.

The Clery Act Timely Warning Crime Alert may provide details of the crime, a description of the suspect (if known), information on whom to contact about the investigation, and crime prevention tips.

System Testing

A minimum of one test will be performed annually.

Note: An actual emergency or use of the system for a scheduled event is not considered a test of the system.

Additional Information

For additional information, see:

1. [ASU Emergency Planning](#)
and
2. [ASU Emergency Response Guide](#).

Cross-Reference

For related information, see:

1. PDP 100, “Emergencies”
and
2. the *Environmental Health and Safety Policies and Procedures Manual*—[EHS 204](#), “Facility Safety and Occupancy Limits.”