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**CSU FULLERTON POLICE DEPARTMENT
GENERAL ORDER NUMBER 5-11 [CALEA 81.2.13]**

RESPONSE TO PRESIDENTIAL ALARMS

SUBJECT: Response to Alarms from 10th floor of the College Park building and the President's residence.

PURPOSE: To establish uniform procedures for response to the activation of personal alarm transmitters used on the 10th floor of College Park building and to the President's residence and grounds (El Dorado Ranch) for emergency calls, including 911 calls, burglary and panic alarms, medical aids, parking assistance and other routine services.

To provide information in reference to the President's residence address, telephone numbers, duties and contact telephone numbers, exterior lighting controls, residence alarm operation and reset procedures, 911 system and telephone services, call out procedure for emergency services by CSU trades and general Department policy for joint University Police/City of Fullerton Police response to El Dorado Ranch alarms and other emergencies.

POLICY: It shall be the policy of this Department to respond to all alarms and calls for service at the President's office or residence and to give any such calls top priority. While the initial dispatch may be given to Fullerton Police or Fire, University Police will respond expeditiously to any alarm activation or other call for assistance.

I. President's Office Alarm Specifications

A. The President's Office has installed a burglary alarm system, Account #1030. The system has five different zones; they are:

1. Door sensor at the front door.
2. Door sensor at the West door.
3. Door sensor at the East door.
4. West motion sensor.
5. East motion sensor.
6. Master motion sensor.
7. Reception panic alarm.
8. President's secretary panic alarm.
9. Office of University Council panic alarm.

II. Response Procedures for President's Office Alarms

- A. A police response to zone 7, 8 or 14 should be treated as 927, Unknown Circumstances. University Police Dispatch will dispatch officers immediately while attempting to call.

III. Property Information for President's Residence

- A. Name – The correct name for the property is “The President’s Residence” or “El Dorado Ranch”.
- B. Address – The address is El Dorado Ranch, 225 W. Union Avenue, Fullerton, CA 92632.
- C. House Keys –Keys to the house are located in the Watch Commander Office key box.
- D. Property Manager: 657) 278-5839
- E. Alarm Coordinator: Danielle Garcia (657) 278-4626 Mobile (626) 673-4027
- F. Emergency Mobile Phone: Julie Virjee (310) 308-8680 (Located in master bedroom)

IV. Alarm Accounts for President's Residence: CSUF #325

- A. The President's personal land line telephone number is (714) 773-0170 (This line is “seized” when the alarm is activated and you will get a busy signal until the alarm releases the line after the alarm signal is sent).
- B. The President's personal telephone number is **confidential information and shall not be given to unauthorized persons.**
- C. The University extension 8338 telephone numbers are for University operations and communication. They should be used for routine communication with the President or the housekeeper.

V. Exterior Lighting for President's Residence

- A. All exterior lights can be controlled from any one of three locations:
 - 1. The master bedroom, north wall
 - 2. The master bedroom, west wall (all “on”)
 - 3. The garage on the south wall
- B. An “All On” switch, located on the west wall in the master bedroom, will turn on all exterior lights, the chandelier over the inside stairs and the kitchen lights.
- C. The controls are in sets of six red buttons at the above locations. Each red button will light when active or “on.”
- D. The controls for the furnaces are identical to the lighting controls. Only the above locations are lighting controls.

VI. Alarm Systems for the President's Residence

- A. A burglar alarm protects the President's residence.
- B. Door contacts and motion detectors activate the burglary protection.
- C. The alarms currently report to the University Police Department, who will notify Fullerton Police and/or Fullerton Fire as first responders. University Police will also immediately respond to all alarms at the President's residence.
- D. The door contact alarm zone #14 and motion detector zone #4 are located at the master bedroom to give a warning of unlawful entry to the master bedroom. This information must be relayed to responding Fullerton PD and University Police Officers.
- E. When the alarm is activated, a **loud bell** will ring on the exterior of the house; the alarm system will "seize" the telephone line and automatically dial the University Police Department Dispatch alarm receiver.
- F. If anyone calls the telephone number while the alarm has "seized" the circuit, they will hear a busy signal. Use (657) 278-7097 to call.
- G. The alarm can be turned on or off by alarm code, see alarm #325. Reset is by alarm code. There is a key for use by CSUF/FPD officers located in University Police Watch Commanders office key #35.

VII. Panic Alarm at the President's Residence

- A. The alarm system has a "panic" feature on the key panel, which allows the President to activate the signal to the alarm monitoring service regardless of the status of the burglar alarm. This alarm feature is always "on."
- B. The controls for the panic alarm are in two locations:
 - 1. The master bedroom, and
 - 2. At the foot of the stairs (kitchen side)
- C. The controls consist of a panel keypad with fire, police and medical symbols. The button must be depressed to activate which specific emergency service is needed. The panic alarm will notify University Police Department Dispatch.

VIII. Smoke/Fire Detection at the President's Residence – The residence and apartment are equipped with battery operated smoke detection equipment that sounds a local alarm and notifies University Police Department Dispatch. University Police must notify the Fullerton Fire Department.

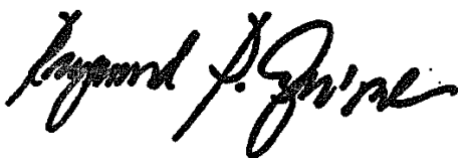
IX. Response Procedure to the President's Residence

- A. 9-1-1 calls from the President's private telephone are automatically routed to the Fullerton Police Department. The address will be shown as 225 West Union. (714) 680-8747.
 - B. 9-1-1 calls from the University Telephone System will automatically be routed to the University Police. The address will be shown as 800 N. State College Blvd. (714) 278-7097, 278-7097 or FAX 449-4578.
 - C. When the University Police Department receives a 9-1-1 call, a University Police Officer will be dispatched and Fullerton Police will be asked to respond.
 - D. Emergency calls received on extension 3333 will be handled in the same manner.
 - E. The University Police Department may also receive requests for assistance with both traditional and non-traditional service calls. University Police Officers will be dispatched to service calls at the President's Residence.
 - F. Whenever an officer responds to the President's residence for an alarm or serious incident, the responding officer will complete an incident report and will notify a member of the Command Staff immediately.
- X. Other Service Requests at the President's Residence – The President's residence is University property and existing University procedures for calling out skilled trades (grounds, plumbers, electricians, carpenters, etc.) or the elevator company and other service providers will apply.
- XI. Security Surveys
- A. On a monthly basis, the appropriate Command Staff or designee will conduct surveys of the property to ensure that all emergency telephones and the alarm systems are functioning properly and that all door and window locks are in good working condition.
 - B. Every six months, the Chief of Police, the appropriate Command Staff and other Department crime prevention specialists will walk the property and assess the systems in place to protect the property and its occupants.

REVIEWED BY:

J. Miller

APPROVED:



Raymund Aguirre
Chief of Police

