

PRESENTED BY YVONNE GORDON, INTERIM CHIEF

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COMMUNITY VOICES: POLICING @ CAL STATE MONTEREY BAY

PUBLIC PERCEPTION, PERFORMANCE & PARTNERSHIP

Community Voices: Policing at Cal State Monterey Bay

A Report on Public Perception, Performance, and Partnership

Prepared for: CSUMB Administration

Date: June 2025

Prepared by: Yvonne Gordon, Interim Chief of Police/AVP of Public Safety

Introduction

In Summer 2025, the CSUMB University Police Department (UPD), with the assistance of Campus Communications conducted a university-wide survey to gather feedback from students, staff, faculty, and residents on their perceptions of campus policing. This report summarizes the results, including data visualizations, personal testimonies, and community recommendations.

The goal: to foster mutual understanding and build stronger, more transparent relationships between the community and its police.

Survey Overview

Survey Dates: June 10-18, 2025

Respondents: 91 total

Survey Format:

- 10-question digital survey
 - Multiple-choice, Likert scale (1–5), and open-response
 - Anonymous submission
 - No time parameters were specified in the survey as the questions were general; some survey responses reflect references to personnel no longer employed & situations occurring before the current police administration taking over during fiscal year 2024/2025.
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Cal State Monterey Bay Police Department Structure '24/'25 Academic Year

Prior to 2024, the Police Department was staffed with 18 sworn personnel:

Chief, Deputy Chief, Commander, 4 Sergeants, 2 Corporals, 1 Detective, 8 Officers

Starting 2024, the deputy chief was appointed as interim chief and the deputy chief position was eliminated for budgetary reasons. Subsequently, a VSIP opportunity further diminished the size of the police department to critically low levels when the interim chief and 3 additional sworn officers retired/resigned. During this last fiscal year, the remaining 11 sworn personnel have banded together to support one another, work collaboratively as an organization to meet the immense workload, cover one another by working overtime to facilitate days off, illness & vacations to provide comprehensive safety services to the campus community. All personnel deserve to be commended for their incredible dedication & commitment to the success of our mission & the growth of Cal State Monterey Bay Police Department as we rebuild!

Administration

- **Yvonne Gordon**
Interim Chief / AVP of Public Safety
- **Daniel Andrada**
Interim Commander

Sergeants - 4

- Stacie Russo (Sergeant)
- Manuel Fernandez (Sergeant)
- Joe Prebula (Sergeant)
- Elizabeth Miller (Acting Sergeant)

Corporal, Detective & Officers - 8

- Louis Deeb (Corporal)
- Joey Cox (Detective)
- Robert Escobedo (Officer)
- Juan Jimenez (Officer)
- Aaron Duran (Officer)
- Andres Flores (Officer)
- Adrianna Rosales (Officer)
- Richard Ramirez (Officer)

Cadet - 2

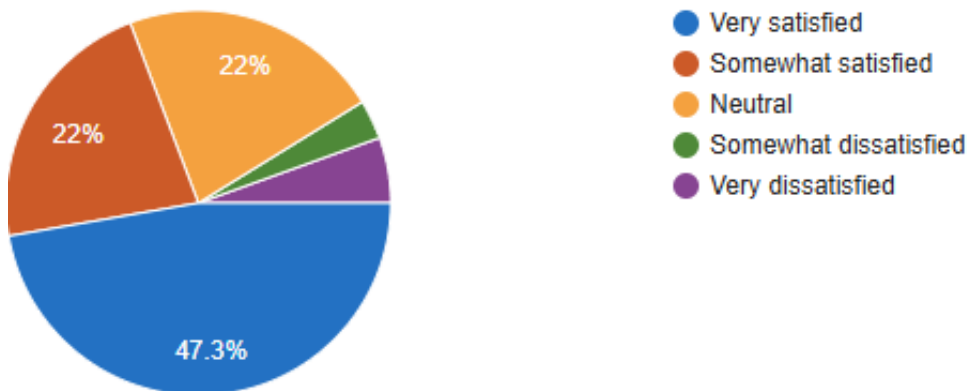
- R.J. Pua (At Police Academy – Graduates August 6, 2025)
- Luis Gonzalez (Starts Police Academy in September / Graduate in March, 2026)

Section 1: Community Ratings of Police Trust & Performance

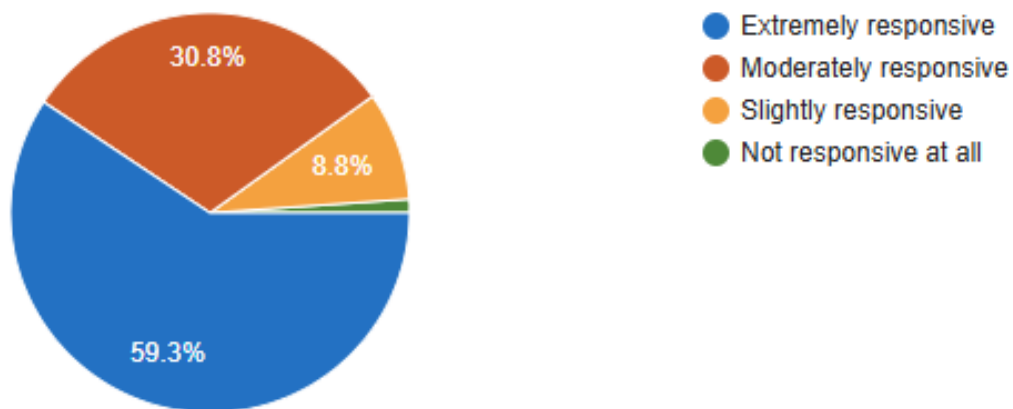
How much trust do you have in the police at CSUMB? Average rating: 4.08 Stars

- Complete Trust: 35 responses – 38.5% (5 stars)
- Good Trust: 36 responses – 39.6% (4 stars)
- Fairly Trust: 12 responses – 13.2% (3 stars)
- Some Trust: 5 responses – 5.5% (2 stars)
- No Trust: 3 responses – 3.3% (1 star)

How satisfied are you with the job the police are doing? 91 Responses

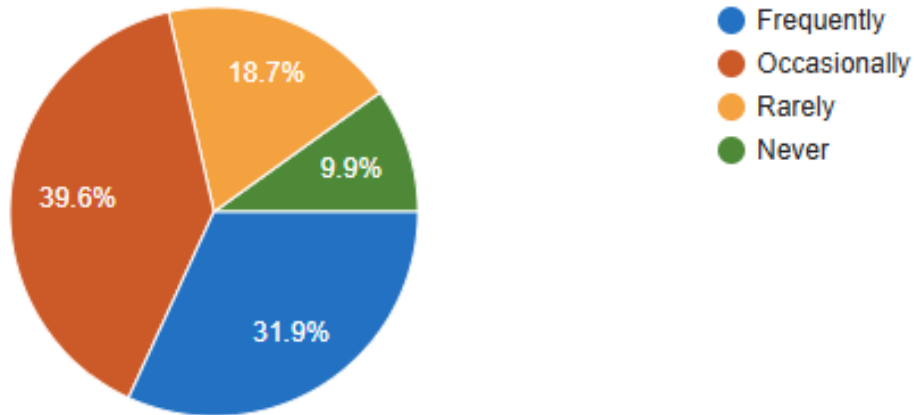


How responsive are officers to calls and community concerns? 91 Responses

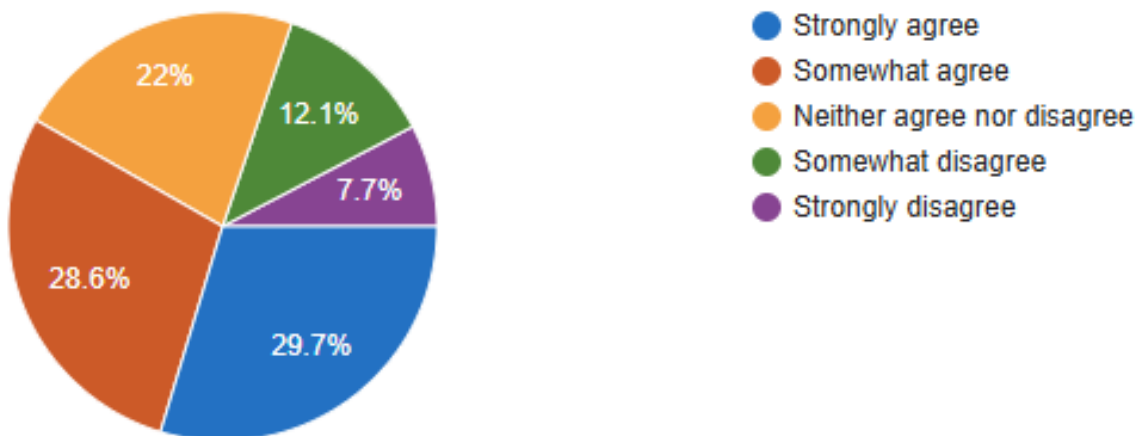


Section 2: Community Engagement by Police

How often do you have casual, positive interactions with campus officers? 91 Responses



Do you feel officers engage with all segments of the campus community? 91 Responses



In your opinion, do officers educate the community about safety and compliance with the law? 91 Responses (short answer)

Yes – 50 responses
No – 21 responses
Not Sure – 20 responses

What the Community Said:

“Yes! We had an officer come to our dept for media training following a campus incident. It was very helpful.”

— Anonymous

“Yes. I was pulled over for “rolling through” a stop sign on Intergarrison, and the officer who pulled me over asked why I did it, and I said I thought I stopped. He then informed me that they look at the roll back of the wheels. I think about that now. I was annoyed with the stop, but he did educate me on what and why he was doing it.”

— Safer Driver

“Not really, I can’t remember if I have seen the Police at school events that include tabling but I do know emergency response services have.”

— Unknown

“They do, but maybe more opportunities could be made for them to provide information to staff/faculty directly. Maybe campus “safety” presentations at Staff Council or Faculty meetings.”

— Anonymous

“More would be better”

— Unknown

Section 3: Professionalism & Perception of Competence

This section will include personal experiences shared in a long answer format.

During interactions with campus officers have they conducted themselves professionally and respectfully? 91 Responses

Yes – 53 positive and respectful

No – 10 negative interactions

Sometimes / Officer Specific – 19 both professional & unprofessional conduct

No Interaction with Police – 9 responses

Examples of personal experience:

"I feel in general, no, I have seen the UPD cars almost hit pedestrians on crosswalks and SIDEWALKS. They frequently swerve through quads and over sidewalks which is incredibly dangerous. In direct interaction, the closest I have gotten to conversations with UPD have been with parking services and a short conversation about a minor mistake on my part (headlights off on lit road) and they were fine not anything to note."

- Improvement needed

"Yes, they have! My only concern has been with officers regularly speeding through the neighborhood in both their personal and police vehicles. This is when they are going to and from home, not responding to calls and happens very regularly. It's a safety issue for the children and animals that live in our neighborhoods and sets a bad example."

- Set the Example

"I've had wonderful interactions with officers, the Chief, and Commander! They are always super helpful and friendly when it comes to supporting events on campus. I remember last year's MBEP State of the Region Conference, and despite being understaffed, UPD was still able to increase patrols in the area and send officers to Building 29 to ensure that the event was held safely."

- Exemplary Service

"Yes. I have had multiple interactions in both the university and community environments. UPD has always been very professional and respectful."

- Consistency

"Yes. They have always treated me respectfully and remained professional. I greatly appreciate their ability to adapt to the situation. For example, the difference when responding to a call versus serving on a Q&A panel for Orientation."

- Adaptable

"I do not have any interest with interacting with the police, get them off of campus. We can take care of each other with mental health professionals."

- Alternatives

"Yes, I have only had positive/professional interactions with our University Police Department (all levels from officers to their leadership). I live in East campus and feel very lucky that some officers actually live in our neighborhood! Although I do not want to disturb them when they are at home and off duty I have been told to bring issues/concerns to their attention any time. They can communicate with "on duty" officers quickly. That makes me feel a different level of "safety" in East Campus and shows me that our campus police officers are truly an integral part of our community and should be respected for their commitment!"

- Available & Responsive

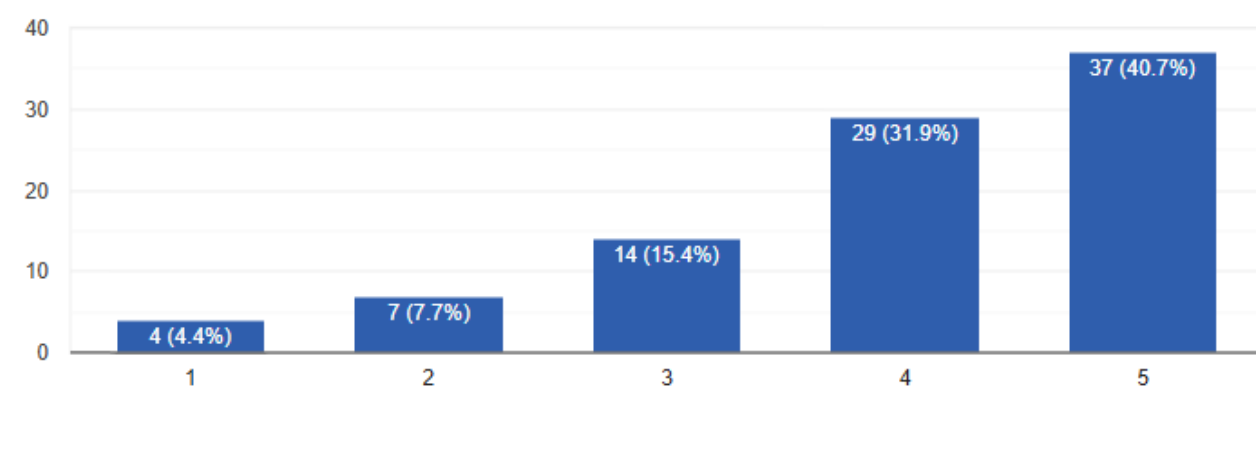
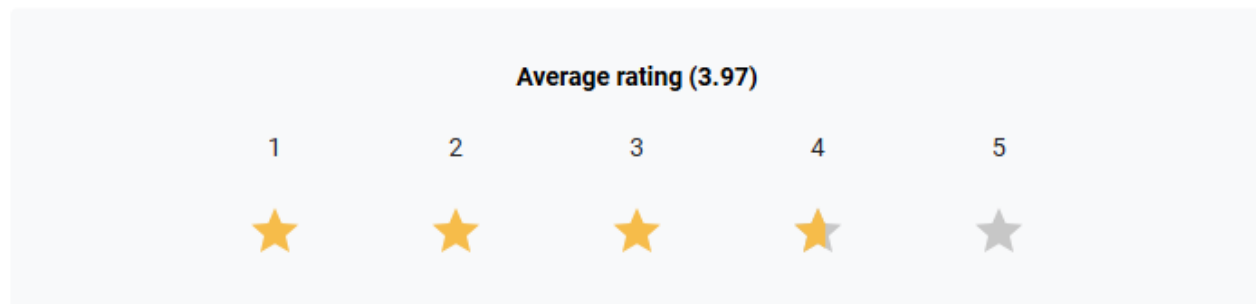
“Yes. Multiple times over the years. Always responsive, and listened to problems objectively.”

- Objective

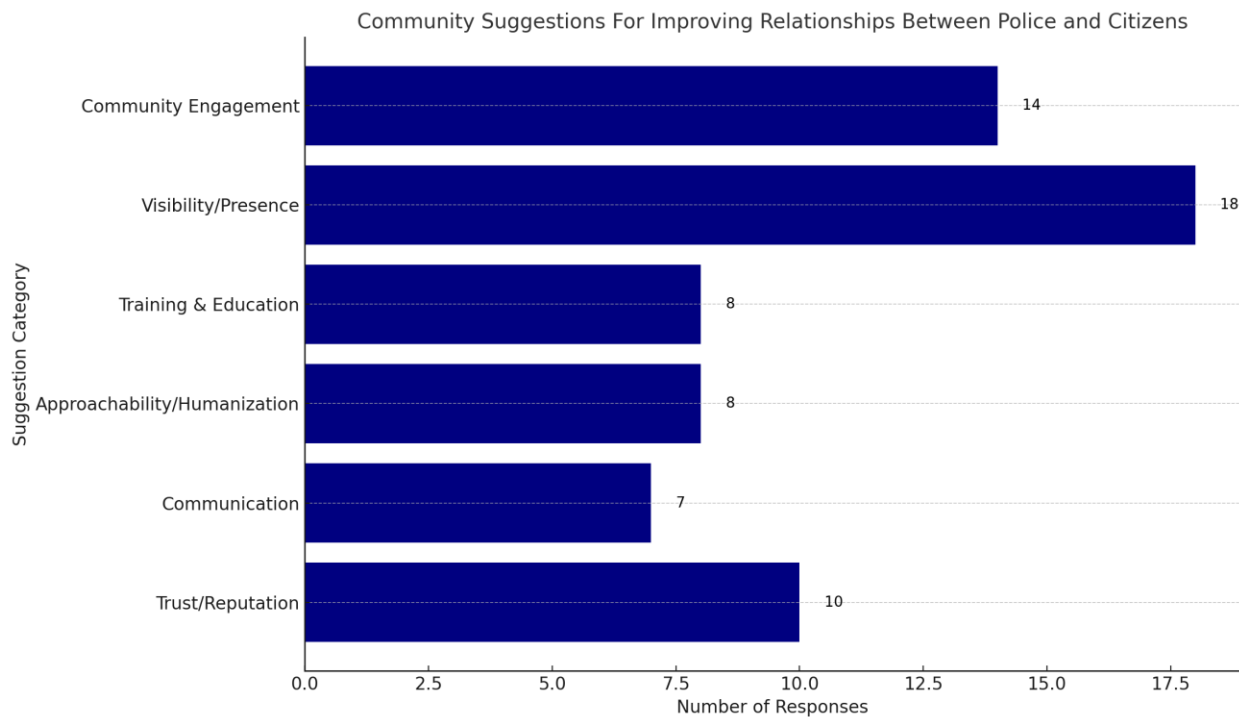
“Mostly professional and respectful. I've interacted with one and he's been extremely caring, but a few times he's been a bit sarcastic. Another I've met is condescending. The Commander is responsive, direct, and effective in his approach to problems I've brought to his attention. The Chief really seems to put her heart into the community and cares about the issues brought to her attention. I've spoken to her at all hours of the night and day. She works collaboratively with staff, faculty and students to make campus safer. Her empathy and compassion for people & resolving police, parking, and handling emergency situations that impact people's lives astonishes me. She is the nicest cop I've ever met. The Sergeant is efficient and knowledgeable. I've engaged with the new Officer recently, and she seems to be a reflection of the chief with her level of kindness and engagement with me. As all of us do one Officer has his moments, but then can sometimes be super cop. I love that he walks around campus, does bike patrol and really seems to be committed to the campus community. Overall, the campus police seem to care more than most cops in surrounding cities that I've dealt with.”

- Professional & Respectful

Are campus officers well trained and skilled in de-escalating situations? 91 Responses (1 = Not confident, 5 Very confident)



Section 4: Suggestions for Improvement



Community Suggestions (Sample Quotes):

- **Community Engagement:** "Coffee with a Cop", "Host events", "Ride-alongs", "Field day"
- **Visibility/Presence:** "Be out and about", "More foot patrol", "Seen more often"
- **Communication:** "Newsletter", "Inform about jurisdiction", "More outreach"
- **Training & Education:** "Self-defense classes", "Topic-specific workshops", "Citizen's academy"
- **Approachability/Humanization:** "Plain clothes", "Smile more", "Be personable"
- **Trust/Reputation:** "Respect pronouns", "Don't talk down", "Build trust"

 18 Responses marked as "no suggestions," "unsure," or "N/A"

Community Suggestions For Improving Police Service & Responsiveness

Offer regular forums on campus safety, by-stander intervention, and RAD classes (6 responses)	Increase visibility with more foot, bike, or alternative patrols (7 responses)
Fix the non-emergency call system; make dispatch quicker and more helpful (8 responses)	Give clear instructions for how to contact police for various concerns (5 responses)
Attend student and department meetings to build relationships proactively (4 responses)	Target high-risk traffic areas and monitor for speeding and safety issues (6 responses)
Bring back community events like Coffee with a Cop to boost engagement (4 responses)	Hire more officers and expand patrol methods (bike, quad, jeep, horse) (6 responses)
Fix parking enforcement: lower fines, offer warnings, and keep it in-house (4 responses)	Improve support for building access and after-hours unlocks (5 responses)
Recruit and train officers with strong community engagement skills (3 responses)	Foster friendly communication: smiles, greetings, and openness (3 responses)
Address speeding in areas like Schoonover and use visible patrols (4 responses)	Mandate inclusive training to improve trans awareness and reduce bias (3 responses)
No suggestions, unsure, not my area or said N/A in their response (15 responses)	Positive feedback and general comments on responsiveness, coverage, dispatch (6 responses)

Conclusion & Next Steps

The majority of survey respondents believe the Cal State Monterey Bay Police personnel are trustworthy, professional, well-trained, and responsive to the needs of the community. They expressed appreciation for the dedication and adaptability of officers within the academic environment. Additionally, survey responses indicate that the community has high expectations of officers on and off duty.

The suggestions provided are in alignment with the direction the Chief has been moving toward. Conversations have been held around greater engagement with faculty and staff for preparedness presentations, creating a Citizen's Police Academy, developing a more modern twist on "Coffee with a Cop" such as "Pizza and/or Painting with the Police"; as well as creating webinars around interesting topics, hosting workshops in the library or town halls for collaborative interaction aimed at addressing topics of concern, emerging trends, and table top exercises focusing on emergency preparation.

These survey results have been shared with the officers and have been reviewed by UPD leadership for strategic planning, and are being shared with Administration.

Community Recognition

This report was created from the 91 responses submitted by the community. Based on the feedback, Officer Escobedo will be honored as the Officer of the Year for academic year '24/'25 for his community engagement and dedicated service to campus.

Sergeant Russo is being recognized for her leadership in the field training program and receiving the second highest number of community nominations.

