Citrus College

DEPARTMENT OF CAMPUS SAFETY
STUDENT SERVICES COMPREHENSIVE
PROGRAM REVIEW and PLAN
2010 to 2015

Committee Members:

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Executive Summary (brief summary, commendations, challenges, and recommendations):

Brief Summary: The Department of Campus Safety (Campus Safety) supports the College mission by taking a proactive approach as it strives to provide a safe, secure learning and working environment for the Citrus College community. Campus Safety is responsible for providing 24 hour safety and security services for the campus community consisting of approximately 18,000 students and 1,500 employees. Campus Safety patrols the 104 acre campus which encompasses 48 buildings, 11 parking lots, and 1 offsite parking annex, totaling 3,236 parking stalls. In addition to providing a safe atmosphere, Campus Safety provides a variety of services including: safety escorts, vehicle jumpstarts, vehicle unlocks, lock cut services, live scan fingerprinting, lost and found services, vehicle parking permits, as well as citation payment and citation appeals.

Commendations: As a result of a comprehensive campus safety plan, crime on campus is minimal and violent crime is virtually non-existent. During calendar years 2014 and 2015, no student or employee vehicles were stolen from campus nor were there any vehicle burglarized. There were also no aggravated assaults during this time. As such, Citrus College continues to be one of the safest campuses in the region. Campus Safety's efforts were recognized by the Accrediting Commission for Community and Junior Colleges (ACCJC) visiting team during their comprehensive site visit which resulted in one of six commendations. The team commended the College on providing a safe campus environment for students, staff and faculty; and praised the 2014 Citrus College Annual Security Report which particularly highlighted safety on campus.

Challenges: The calls for service have doubled since the last Comprehensive Program Review. During the last five academic years (2010-2015) there were 20,968 calls for service, an average of 4,194 calls per year. In comparison, the amount of calls for service from the previous Comprehensive Program Review reporting period (2006-2010) was 10,581.

Recommendations: Although the scope of responsibility and the amount of people on campus has steadily increased in the last five years, the department continues to do an effective job of maintaining a safe and secure environment. However, recent events on campus, the need for coverage, and increased calls for service support the recommendations for additional Campus Safety personnel, enhancement of antiquated methods of operations, and implementation of new technology and equipment.

1. Program Mission/Description:

Program Mission and Relationship to College Mission:
The mission of Campus Safety is to ensure the safety of students, faculty, staff, and visitors while: on property owned or operated by the District; or involved in college-sponsored programs or activities; and to protect the property and facilities of the District, its students, employees, and visitors.

Program Description:
Campus Safety strives to ensure the safety of students, employees, and visitors while they are on campus property or are involved in college-sponsored programs and activities. Campus Safety also protects District property and facilities. Campus Safety Officers (CSOs) are first responders to all incidents on campus and have the authority to enforce sections of the California Penal Code, Vehicle Code, Citrus College Board Policies and Administrative Procedures, and the Standards of Conduct. Campus Safety serves as the liaison with local law enforcement agencies regarding all criminal action on campus and is responsible for contacting external agencies in the event of an emergency. Campus Safety has a memorandum of understanding with the Glendora Police Department and an informal relationship with the Azusa Police Department and the Azusa Pacific University (APU) Department of Campus Safety.
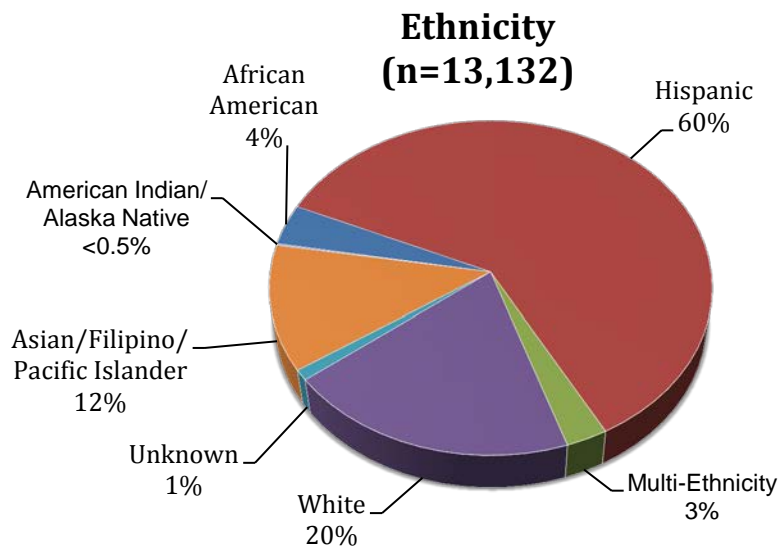
A. Awards and special recognition

The college received a commendation by the ACCJC visiting team for its Annual Security Report and campus safety.

"The team commends the College on providing a safe environment campus for students, staff and faculty; the 2014 Citrus College Annual Security Report particularly highlights campus safety."
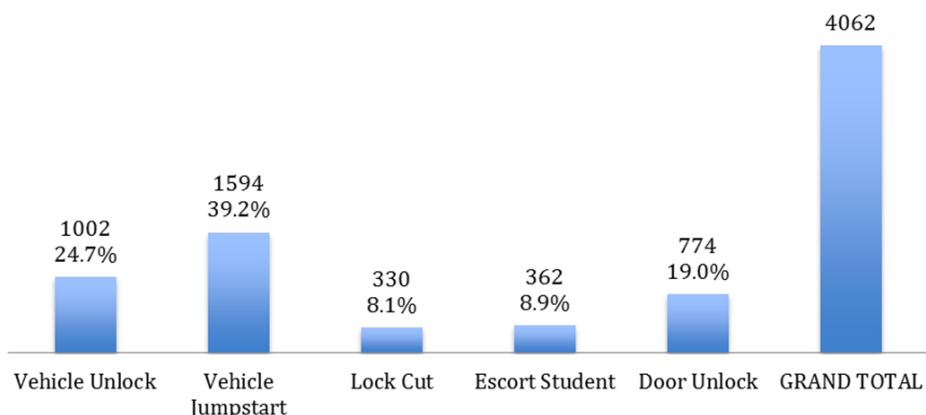
B. Students

1) Approximate numbers of students served annually (include student characteristics and trend data if available).
Citrus College serves approximately 18,000 students annually in college credit, continuing education, noncredit and community services programs. Campus Safety serves the student population 24 hours a day, seven days a week. Below are student demographics as provided by the Citrus College Office of Institutional Research.

Ethnicity (n=13,132)

- Hispanic 60%
- African American 4%
- American Indian/Alaska Native <0.5%
- Asian/Filipino/Pacific Islander 12%
- Unknown 1%
- White 20%
- Multi-Ethnicity 3%

For reference, between August 2010 and July 2015, Campus Safety responded to 4,062 calls for assistance from students. These calls for assistance pertain to vehicle unlocks, vehicle jumpstarts, lock cuts, safety escorts, or door unlocks. These calls do not include Incident Reports (IRs), TAGs, or medical emergencies. TAGs are service calls for uncommon occurrences but do not require extensive follow-up such as traffic collisions (without injury), general medical issues, disagreements over parking stalls (without violations to the Standards of Conduct), and other items similar in nature.

2010 - 2015 STUDENT REQUESTS FOR ASSISTANCE

2) Describe eligibility requirements for participation in the program.
There are no eligibility requirements. Campus Safety provides services to all students, employees and visitors alike. Campus Safety personnel and services are available 24 hours a day, seven days a week, 365 days a year.

As reflected in the pie chart below, between August 2010 and July 2015, Campus Safety responded to 17,519 calls for service. These calls for service are from students, employees, and visitors of Citrus College. These calls for assistance include 1,126 vehicle unlocks; 1,853 vehicle jumpstarts; 364 lock cuts; 1,531 safety escorts; and 12,645 door unlocks. These calls do not include Incident Reports (IRs), TAGs, or medical emergencies.
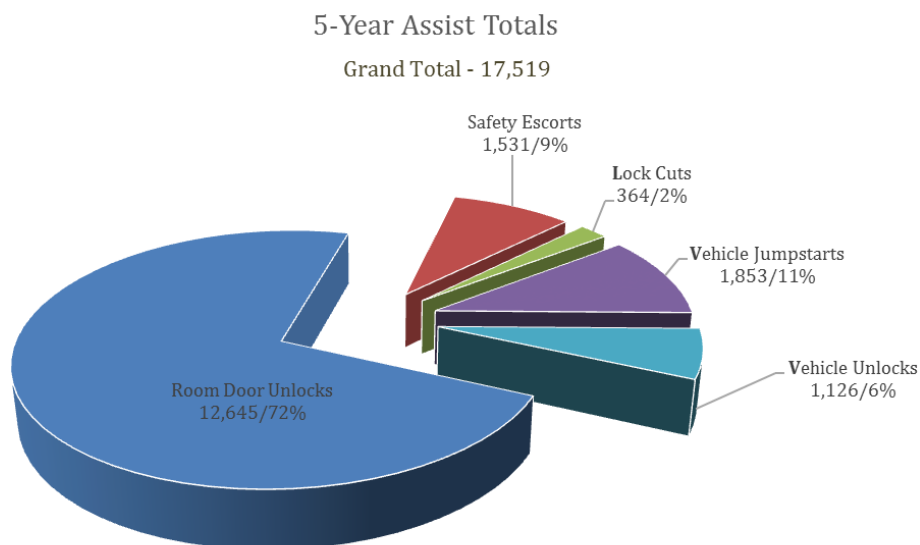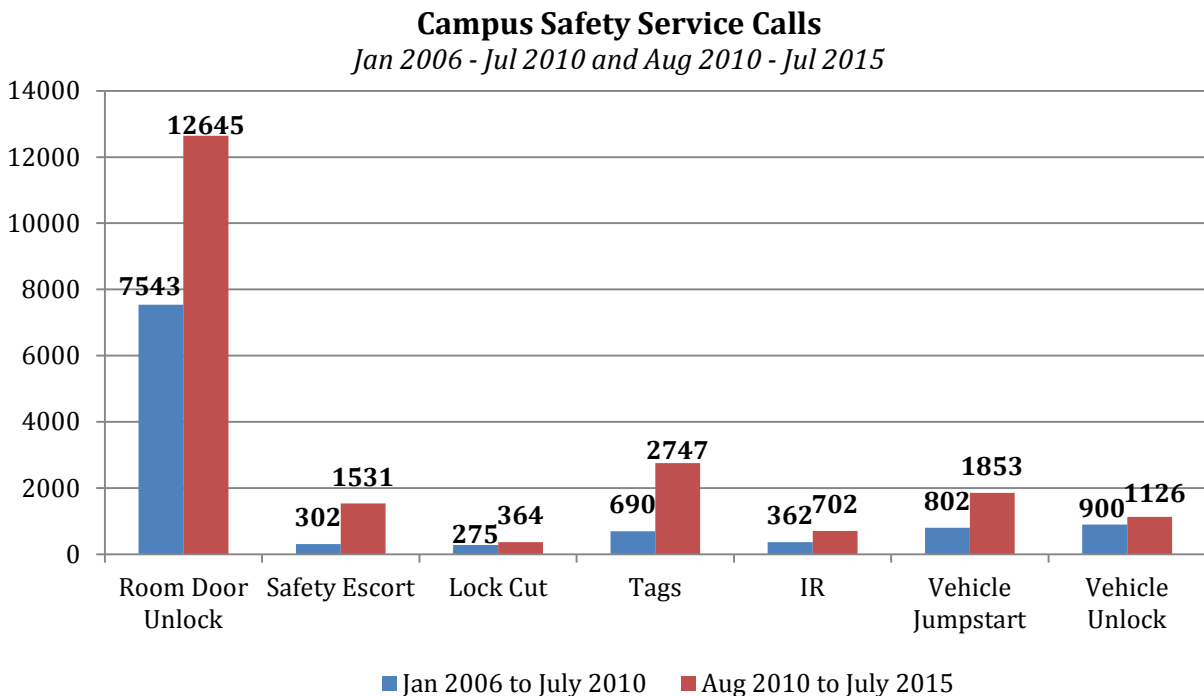

Campus Safety IRs are not official police reports but are reports written by CSOs for crimes that occur on property owned or operated by the District. IRs are also generated for violations of Board Policy 5500 Standards of Conduct and for incidents that require further follow-up and/or potential litigation towards Citrus College. TAGs are service calls for uncommon occurrences but do not require extensive follow-up such as traffic collisions (without injury), general medical issues, disagreements over parking stalls (without violations to the Standards of Conduct), and other items similar in nature.

Between August 2010 and July 2015 a total of 3,449 calls for service resulted in an Incident Report (IR) or TAG; 702 were IRs (reports for crimes, board policy violations, or serious injuries) while 2,747 were TAGs. Of those 2,747 TAGs, 188 were medical emergencies and 248 were traffic collisions.

As such, between August 2010 and July 2015, Campus Safety responded to a total of 20,968 calls for assistance. This is a combined total of 702 IRs, 2,747 TAGs, 12,645 unlocking or securing of doors; 1,531 safety escorts, 364 lock cuts; 1,853 vehicle jumpstarts; and 1,126 vehicle unlocks.

In comparison, the following bar graphs from the previous Comprehensive Program Review (January 2006 – July 2010) and the current Comprehensive Program Review (August 2010 – July 2015) show the number of calls for service Campus Safety received has nearly doubled.

Campus Safety Service Calls
Jan 2006 - Jul 2010 and Aug 2010 - Jul 2015

Legend: ■ Jan 2006 to July 2010   ■ Aug 2010 to July 2015

C. Staffing

1) Staff preparation and training.

The Campus Safety Supervisor reports to the Vice President of Student Services. Minimum qualifications of the Campus Safety Supervisor include possession of a Bachelor's Degree, a valid California Driver's License (CDL), completion of School Security Officers' Training (Senate Bill 1626) as required by ED Code 72330.5, certificate of completion of a Peace Officer Standards and Training (POST), certified PC 832 course (limited peace officer training), and valid First Aid/Cardiopulmonary Resuscitation (CPR)/Automated External Defibrillator (AED) certification.

Under the supervision of the Campus Safety Supervisor, the minimum qualifications of the Lead Campus Safety Officer (Lead CSO) include an Associate's Degree, possession of a valid CDL, Senate Bill (SB) 1626 certification, POST PC 832 certification, and valid First Aid/CPR/AED certification.

CSOs report to the Campus Safety Supervisor. The minimum qualifications of a CSO include a high school diploma, possession of a valid CDL, SB 1626 certification, POST PC 832 certification, and valid First Aid/CPR/AED certification.

POST PC 832 - Arrest and Firearms Course is the minimum training standard for California peace officers as specified in Commission Regulation 1005. This training may be met by successful completion of a basic training course (e.g., Regular Basic Course, Specialized Investigators' Basic Course, and Level III Modular Format Course) or as a separate stand-alone certified course.

The PC 832 Course consists of two components, which total a minimum of 64 hours. The Arrest component has a 40 hour requirement and the firearms component has a 24 hour requirement. These components are divided into 14 individual topics, called Learning Domains. The Learning Domains contain the minimum required foundational information for given subjects. The training and testing

specifications for a particular domain may also include information on required instructional activities and testing requirements. The specific learning domains are: Leadership, Professionalism and Ethics; Criminal Justice System; Policing in the Community; Introduction to Criminal Law; Laws of Arrest; Search and Seizure; Presentation of Evidence; Investigative Report Writing; Use of Force; Crime Scenes, Evidence, and Forensics; Arrest and Control; Firearms/Chemical Agents; Crimes Against the Justice System; Cultural Diversity/Discrimination.

The last ten hours of the course are spent learning and practicing physical arrest methods, including searching, handcuffing, and control holds. Each student then participates in a practical evaluation, demonstrating competence in performance of the skills they have learned. The classroom portion culminates in a comprehensive, state constructed examination that tests each of the required learning domains given over a two-hour period. The minimum passing score for the examination is 75%. The practical evaluation is graded on a pass/fail basis. All CSOs must pass both portions of the PC 832 course as a condition of their employment.

Senate Bill (SB) 1626 – School Security Officers' Training: SB 1626 requires completion of a 24 hour training course using a curriculum developed by the Department of Consumer Affairs' Bureau of Security and Investigative Services (BSIS) and the Commission on Peace Officers Standards and Training (POST). The state mandated training is required for anyone who is employed by a school district as a security officer or security guard. These functions are defined as: providing security on or around premises owned or operated by a school district to protect persons or property, to prevent theft or unlawful taking of district property of any kind, or to report any unlawful activity to the district and local law enforcement agencies (Education Code Section 38001.5 (c)).

In addition to the above mentioned minimum qualifications, several Campus Safety personnel are also trained, certified, or have participated in:
- National Incident Management System (NIMS)
- Standardized Emergency Management System (SEMS)
- Incident Command System (ICS)
- Active Shooter Training
- Crime Prevention Through Environmental Design (CPTED)
- Drug Recognition
- Behavioral Analysis/Verbal Tactics
- Workplace Conflict Resolution
- Weaponless Self-Defense
- Weaponless Protective Measures Level 1 and 2
- Use of Force / Decision Making
- Edge Weapons Training (EWT)
- Baton (asp) certification
- Oleoresin Capsicum (O.C.) "pepper" spray certification
- Federal Bureau of Investigation (FBI) Campus Liaison Initiative (CLI)
- Federal Bureau of Investigation (FBI) Threat Assessment Regional Evaluation Team (TARGET)
- BSIS "Guard Card"
- USMC Communication Certification
- USMC Security Forces
- Chemical Weapons
- Non Violent Crisis Intervention

Campus Safety personnel also have the following degrees:
- Two Masters Degrees
- Six Bachelor Degrees
- Six Associate Degrees
- Several have various degrees in progress

2) Faculty minimum qualifications, diversity, and credentials.

ETHNICITY	CITRUS COLLEGE STUDENTS	CAMPUS SAFETY STAFF
African-American Non-Hispanic	4%	0.5%
American Indian/Alaskan Native	0.5%	0.5%
Asian/Filipino/Pacific Islander	12%	4%
Hispanic	60%	87%
Unknown	1%	0%
White Non-Hispanic	20%	8%
Multi-Ethnicity	3%	0%

Aside from English, following are other languages spoken by Campus Safety personnel:
- Chinese
- Mandarin
- Spanish
- Tagalog
- Arabic
- French

3) Organizational chart with vacancies.
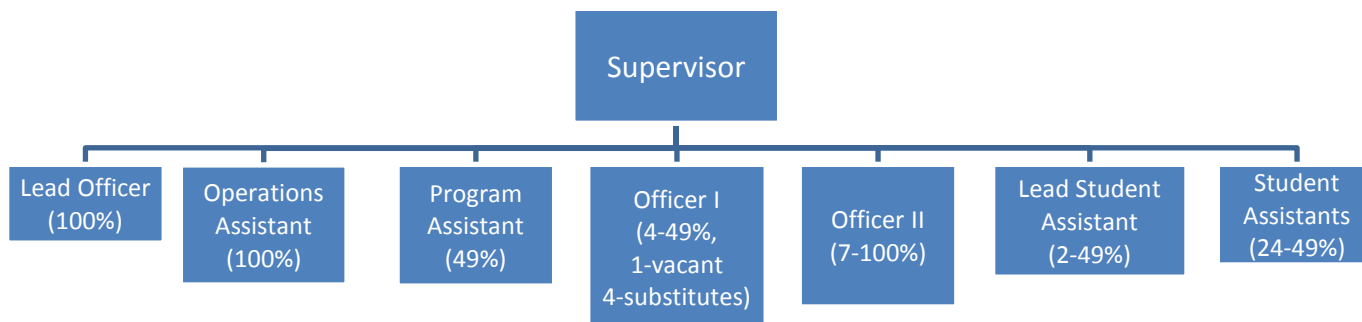
D. Facilities/Location

Campus Safety is located on the south-west corner of the campus in the Campus Safety (CS) building. The CS building is situated near the college's main entrance off of Citrus Avenue and Foothill Boulevard. Campus Safety's office hours are Monday through Thursday, 7:00 a.m. to 8:00 p.m., and Friday 7:00 a.m. to 5:00 p.m. CSOs are on campus 24 hours a day, seven days a week.

2. Key Functions/Goals:

Campus Safety supports the college mission by taking a pro-active approach in providing a safe and secure learning and working environment. The goal of Campus Safety is to provide a safe, friendly, accessible environment where all students and community members may optimize their academic, career, and personal goals. Key functions include but are not limited to:
- Conducting investigations of crimes, District policy violations, reported injuries or accidents; while documenting the information in daily logs or IRs
- Conducting parking enforcement
- Directing traffic during emergencies, special events, or other congested situations
- Enhancing day-to-day public relations by providing information and assistance to students, staff, and the public in a way that establishes and maintains rapport with the District community
- Liaison with local law enforcement and emergency responders
- Officers are on campus 365 days a year and are first responders to all incidents/emergencies on campus
- Providing a safe, secure, friendly working and learning environment by having uniformed personnel patrolling all campus buildings and grounds on foot or in marked vehicles 24 hours a day

- Providing safety escorts, vehicle unlocks, vehicle jumpstarts, lock cuts, and lost & found services
- Providing training and education to the campus community regarding personal safety, crime prevention, and emergency preparedness
- Responding to fire and burglar alarm activations and summoning police or fire personnel as needed
- Routinely inspecting safety issues associated with shrubbery and lighting

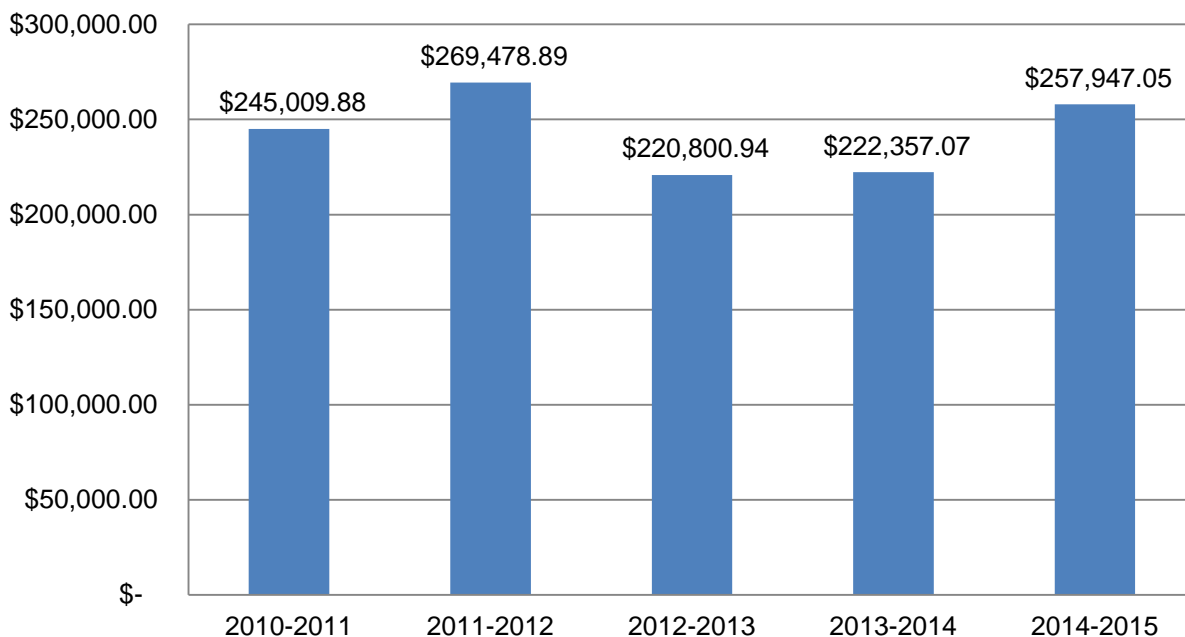**Program Metrics:** Total of service calls from students, employees, and visitors

Type of Service Call	2010 – 2011	2011 – 2012	2012 – 2013	2013 – 2014	2014 – 2015
Vehicle Unlock	221	208	205	251	241
Vehicle Jumpstart	385	388	383	336	361
Lock Cut	65	80	98	77	44
Safety Escort	335	267	302	296	331
Bldg./Room Door Unlock	2526	2728	2500	2309	2582
TAG	472	421	544	635	675
Incident Report (IR)	155	129	165	125	128

In addition to providing a safe and secure campus, being first responders to all emergencies on campus, and responding to calls for service; CSOs are also authorized to enforce traffic and parking regulations per the California Penal Code, the California Vehicle Code, and provisions established by the Citrus Community College District Board of Trustees. Traffic rules and regulations were adopted by the Citrus Community College District Board of Trustees to facilitate vehicular movement and parking, while providing for the safety of all persons using the campus. The issuance of citations for parking violations is a component of parking enforcement. The following are some of the violations that elicit a citation as indicated in Administrative Procedure (AP) 6750 Parking:

- Failure to Display a Valid Parking Permit
- Parked Facing Out
- Staff Parking Only
- Client Parking Only
- Disabled Parking Only

As illustrated in the bar graph below, from 2010 – 2015, the issuance of citations has resulted in the following revenue that is deposited into the District's general fund:

Citation Revenue By Year

Bar graph values: 2010-2011: $245,009.88; 2011-2012: $269,478.89; 2012-2013: $220,800.94; 2013-2014: $222,357.07; 2014-2015: $257,947.05

A. Explain how this program coordinates with Instructional and Student Services programs, Institutional Research, and Technology and Computer Services (TeCS).

Campus Safety coordinates with TeCS to provide email, telephone, and computer equipment support, including Banner and Wingspan. Following are additional examples of how Campus Safety coordinates with TeCS:

- Parking Permits:
  Students and employees register their vehicles and order their parking permits through an online system called iParq. Campus Safety relies on TeCS to upload credentials into iParq in order to process student and employee annual or semester parking permits. Parking permits are automatically assigned and subsequently mailed to the student or employee. Vehicle information may be changed as necessary online. Citation appeals and citation payments are processed online as well.

  Daily parking permits may be purchased through any of the 10 Automated Pay Stations (APS) that are located in the S1, S2, S3, S4, S5, S6, S8, and S9 parking lots. Six of the 10 APS are connected to the campus network via TeCS, enabling them to accept credit/debit card payment.

  Both of the above enhance accessibility to daily parking permits while increasing customer service.

- Safety:
  Citrus College's emergency notification system called *Citrus Alert* enables the college to communicate with students and employees quickly in the event of an emergency. A *Citrus Alert* is sent by TeCS and indicates the date, time, location, information and specific directives (if applicable). *Citrus Alert* includes notification via e-mail, phone call, and text message.
  Additionally, emergency notification is supplemented by Alertus Beacons and Alertus Emergency Notification Software. Alertus Beacons are installed in public areas and when an emergency occurs, the beacon's red light-emitting diode (LED) lights light up and flash. An emergency notification, similar to what is indicated in the Citrus Alert, is displayed on the beacon and an audible reading of said message simultaneously sounds. Furthermore, the Alertus Emergency Notification Software takes over every computer on campus and also displays the emergency notification message.

  Timely Warnings, notifications informing students and employees of an immediate or ongoing threat affecting the campus, are created by Campus Safety with the approval of the Vice President of Student Services. Timely Warnings are published and disseminated to all student and employees via a campus wide email. Timely Warnings are distributed to the campus community in a manner that is timely and will aid in the prevention of similar crimes or occurrences.

  Furthermore, Campus Safety's mobile app "Citrus Guardian" is downloadable and free to students or employees. The app is available on the App Store (for iPhones) and on the Google Play (for Androids). Confirmation of affiliation with Citrus College is validated through credentials (email address) created by TeCS. Once downloaded, the Citrus Guardian app provides users an emergency or "Panic Call" button on their phone for immediate response in an emergency. Through their mobile device, a user can send an alert to Campus Safety with one click, automatically providing their "safety profile" (the information the user provides upon download) and their GPS location. Their safety profiles are available during emergencies, on and off campus; to campus safety and Smart911 enabled 9-1-1 call centers nationwide. The Citrus Guardian app lets users set a "Safety Timer" session. Once activated, "guardians" (Campus Safety and others the user selects) in their virtual safety network can monitor the user's status updates and location. Guardians are automatically notified at assigned check-in times and if the timer expires or the user initiates a panic call, Citrus Guardian automatically notifies Campus Safety. The Citrus Guardian app also lets users send text tips & multi-media messages to Campus Safety through the "Eye Witness" feature. This allows users to send texts and photos directly to Campus Safety via its secure cloud infrastructure and Campus Safety can provide instruction or follow up to learn more. Tips can also be sent anonymously (or not), thereby enabling bystander intervention.

Campus Safety coordinates with the Office of Institutional Research by making recommendations for the All Employee Survey, participates in the Community College Survey on Student Engagement, and creates questions for the Campus Safety Survey. Moreover, after emergency preparedness workshops are given, post surveys are provided to attendees for them to provide feedback. These post surveys are created and administered inclusive of Institutional Research's recommendations.

Campus Safety coordinates with Student Services programs in a plethora of ways. Some examples include emergency preparedness presentations, situational awareness workshops, campus safety forums, first aid best practices, information booths, facilitation of outside agency involvement, and a variety of calls for services including: vehicle jumpstarts, vehicle unlocks, safety escorts, door unlocks, lock cuts, lost and found services, citation appeals, and IRs.

B. Describe how this program works with the business office to monitor budgets and fiscal reporting?

The Campus Safety Supervisor works closely with Vice President of Student Services and Fiscal Services to monitor expenditures and fiscal reporting. Campus Safety is 75% funded by student parking fees and 25% funded by the District's general fund. Money from meters on campus and the ten Automated Pay Stations (APS) in the parking lots are collected on a weekly basis by the Campus Safety Supervisor and the Lead Officer. The money collected is then delivered to the Cashier Office for accounting purposes. Weekly deposits are then made by Fiscal Services. The sale of daily parking permits follows the same protocol. Funds resulting from the issuance of citations are deposited to the District's general fund.

C. List how this program is integrated with the student equity plan and strategic plan.

Campus Safety is integrated with student equity by providing a diverse staff that closely mirrors the student population. Campus Safety staff is multi-cultural and fluent in several different languages. The Campus Safety program is integrated with strategic planning through the continued involvement in student learning outcomes, student surveys, and annual Student Service Planning meetings.

- **Student Success** – Campus Safety contributes to student success by promoting and pro-actively maintaining a safe and secure environment, conducive to a College of Completion.
- **Student Learning Outcomes** – Campus Safety has completed two cycles of Student Learning Outcomes (SLO) during the 2007-2008 and 2008-2009 academic years. An updated version of SLOs was created in 2010 and a more current version of SLOs was established in 2015.
- **Fiscal Transparency –** Fiscal transparency is accomplished through the published annual budget.
- **Communication** – Campus Safety provides communication through many avenues, including but not limited to: the college website, campus outreach programs and events, campus brochures, classroom presentations, the college newspaper, the Weekly Bulletin, open posting notices, the college catalog, the college schedule of classes, campus wide electronic mail, college electronic marquee, parking violation Courtesy Notices, security alerts and Timely Warnings.

3. Program Self Evaluation:

A. Access – Describe how this program is accessible to students.

Campus Safety personnel and services are available to all students, employees, and visitors. Campus Safety information is available on the college website, college catalog, handouts and at the Campus Safety office.

1) Compare demographic data from the college to the program, including ethnicity, gender, age, and students with disabilities (provide trend data and analysis if available).

	Citrus Students	Campus Safety Staff
Gender		
Female	52 %	10%
Male	45 %	90%
Unknown	2 %	0%
Ethnicity		
American Indian or Alaskan Native	0.7 %	0.5%
Asian	6.8 %	0.5%
African American	5.2 %	0.5%
Filipino	2.8 %	4.5%
Hispanic	38.5 %	87%
Pacific Islander	0.7 %	0%
White Non-Hispanic	27.4 %	8%
Unknown	18.0 %	0%
Age		
Less than 19	30 %	7.5%
20-24	44 %	25%
25-39	20 %	65%
Over 40	6 %	2.5%

2) Describe the effectiveness of the program in enabling success for underprepared and underrepresented students.

Services offered by Campus Safety are available to all students. For services that cannot be provided by the department, Campus Safety provides a list of community resources available. Campus Safety supports all students on their journey to attaining their educational goals by providing a safe and secure environment in which higher learning can take place.

B. Student Success – Review how well the students are completing their educational goals compared to the total college population (provide trend data and analysis if available).

1) Number of degrees and certificates awarded. N/A

2) Number of transfer-prepared students. N/A

3) Number of transfers. N/A

C. Achievement of noncredit educational goals. N/A

D. List exemplary practices and services offered that could be shared with other departments.

Realizing that college students are at a time of development and transition in their lives, Campus Safety promotes the continued development of responsibility by emphasizing personal accountability via enforcement of Citrus College and Campus Safety policies and procedures. Campus Safety employs community policing principles that develop, nurture, and strengthen the relationship with the community we serve by developing partnerships that are trusting and interactive. Campus Safety invests in its employees by providing additional training and professional development opportunities to enhance their problem solving skills, conflict resolution skills, and leadership abilities. To demonstrate its commitment to professionalism, all Campus Safety personnel subscribe to the following values: Pride, Respect, Integrity, Determination, Enthusiasm (PRIDE); accountability, and partnerships. As a result, Citrus College continues to be a safe, desirable and vibrant community.

In addition to providing a safe and secure campus, Campus Safety also provides a number of important services that go above and beyond other campus safety agencies. While it is part of Campus Safety's ongoing support services, not every college/university campus law enforcement entity provides the following services:

- Vehicle jumpstarts
- Vehicle unlocks
- Lost and Found
- Safety escorts
- Daily parking permits / overnight parking permits
- Information regarding parking citations and citation appeals
- General campus information
- Access to buildings and/or classrooms
- Monitoring video surveillance cameras from the Campus Safety office
- Provide an additional layer of assistance with trained Campus Safety Assistants (CSAs)

The Campus Safety Assistant (CSA) student employee program

The Campus Safety Assistant (CSA) student employee program is the entry level component within Campus Safety. The CSA program provides student employees the knowledge, skills, and experience necessary for a career in law enforcement, public safety, or private security. The projected measurable outcomes for this program are that students will be better prepared for an entry level position in the law enforcement or security field. CSAs receive free training and certifications in the areas of: verbal tactics, de-escalation, weaponless self-defense, behavioral analysis, workplace conflict resolution, customer service, defense against edged weapons, pepper spray, baton, and CPR/First Aid/AED certification. Students are assessed via an exit interview upon completion of the two-year program.

Several CSAs have progressed through the program and have gained valuable experience, training, and certifications. Multiple CSAs have accepted permanent employment within the department or with established external agencies such as school districts, private security firms, local law enforcement, and the department of corrections. The experience they gain with Campus Safety has proven to be beneficial to their future endeavors.

As reflected above, Campus Safety has not only maintained status quo, but has in fact expanded the types of services offered.

E. Compliance

1) Provide an overview of how this program meets applicable minimum requirements of law.
State, federal, government, and education codes specify regulations pertaining to campus safety and security. Campus Safety is in compliance with these regulations.

Campus Safety prepares the Annual Security Report (ASR) in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act. The Annual Security Report includes statistics for the previous three years concerning reported crimes that occurred on campus; in certain off-campus facilities, such as the annex parking lot; and on public property within or immediately adjacent to and accessible from the campus. This report is prepared in cooperation with the local law enforcement

agencies surrounding Citrus College and annex parking facility. Each entity provides updated information on their educational efforts and programs to comply with the Clery Act. The ASR also includes institutional policies and procedures concerning campus safety, security, accessibility, emergency response, sexual assaults and other safety and security matters.

Campus crime, arrest and referral statistics include those reported to Campus Safety, designated Campus Security Authorities (including but not limited to directors, deans, department heads, advisors to students, athletic coaches), and local law enforcement agencies.

Furthermore, due to confidentiality laws, Campus Safety must also comply with the Family Educational Rights and Privacy Act (FERPA), the Americans with Disabilities Act (ADA) and the Health Insurance Portability and Accountability Act, (HIPPA) a patient privacy act, Los Angeles County Hate Crime Reporting; and legislative amendments such as the Violence Against Women Act (VAWA) and new Title IX institutional requirements.

2) Describe compliance initiatives undertaken since last program review.
Since the last comprehensive program review there has been many changes. A change in leadership occurred resulting in subsequent changes within the department. Changes include, but are not limited to: more training, certification, and professional development opportunities for all Campus Safety employees; department rebranding encompassing new uniforms and additional vehicles; implementation of technology replacing antiquated forms of operation; online parking permit ordering and mailing; online citation appeals and payment; electronic issuance of citations via department issued smartphones; implementation of ten automated pay stations for the sale of daily parking permits; increased emergency preparedness awareness; continued growth of partnerships with external agencies; continued growth of the student employee program that has quadrupled in size over the past five years. Although the amount of calls for service has increased by nearly 100%, department staffing levels have not maintained the same pace. As such, a strategic personnel deployment was implemented to provide 24 hour equitable coverage.

F. Environmental Impact How has the program contributed to a greener campus environment (i.e. increased awareness, impact on the campus footprint, strategies to reduce consumption and energy, waste reduction, recycling, sustainability)?

Campus Safety implemented an online system for ordering parking permits, registering employee and student vehicles, and the issuance of parking permits. Additionally, citations are no longer hand written on NCR forms (multi-part forms constructed from carbonless copy paper); rather they are issued electronically via a smart phone and the recipient receives immediate notification of the citation via email. Moreover, the citation appeals process is now conducted entirely online. In the aforementioned examples paper consumption has been reduced drastically or completely eliminated.

Lost and Found logging as well as campus event tracking has been integrated to a computer program. The implementation of this process has resulted in drastically reducing and/or eliminated paper consumption for these specific tasks.

Campus Safety has also obtained five (5) patrol bicycles from GPD which will be used to patrol campus. The use of bicycles reduces the use of fuel, emissions, and vehicular traffic. Campus Safety also participates in paper/plastic recycling and complies with the hazardous waste program through the Environmental Health and Safety program on campus.

G. Data Reporting

1) Describe data gathering and submission processes, including challenges in submission.
Data is gathered by reviewing officers' Daily Log Cards and IRs and manually retrieving data from the aforementioned, counting each type of data one by one. Additional crime statistics are received from GPD and the APD annually. This information is then manually logged into a document using basic word processing software to subsequently create the appropriate pie charts and bar graphs. The challenges are associated with the tedious process to collect information in a timely manner and accurately record this information for analysis as needed.

2) Explain changes in data collection, access, and submission since last program review.
There have not been any changes or upgrades in the data collection, access or submission process since the last program review.

H. Technology Needs

1) List technology needs that currently exist in the program (include justification).
   a. Need: Computer Aided Dispatch (CAD) / Record Management System (RMS) / Reporting System

   Justification: A reliable CAD/Reporting solution provides dispatchers easy-to-use tools to field emergency and non-emergency calls, create and update incidents, and manage critical resources through real-time management of crucial resources. CAD/RMS resources, combined with historical and local search capabilities, ensure dispatchers have timely and accurate information available when making urgent decisions. In short, it assumes control of the dispatching process and allocates work to field personnel; all of which is recorded and can be reviewed at any time. The determination of what officer to send to a call and how many officers to send is based on several criteria, including proximity of officers to call location, skills class, estimated time the call will take versus the time the officers have been working, and the time of the call versus the officer's estimated time of arrival. Having RMS will replace the existing antiquated way of collecting a person's history, past incidents, and manually collecting data or statistics as previously mentioned.

   b. Need: Improve emergency communication by implementing blue light Emergency Phones on campus.

   Justification: The campus is frequently busy with rentals, events, fundraiser, etc., during nonbusiness hours or on weekends. Most of the people attending these functions are not affiliated with the college. As such, they do not know how to communicate with Campus Safety in the event of an emergency. Previous antiquated technology was having the *11 function on campus payphones which connected the caller to Campus Safety if they dialed *11 from the payphone. However, with the exception of the three remaining payphones, payphones are no longer in existence. The *11 feature no longer exists on the remaining three payphones.

   By implementing blue emergency light phones throughout campus, the community will have 24 hour access to Campus Safety by pressing one button on the emergency blue phones. The blue light flashes for easy identification and quicker assistance. The phones may be incorporated into Citrus Alert (mass notification system) to announce the alert through the phones public address system via its mounted speaker. Last, they serve as a visual deterrent to enhance safety.

   c. Need: Voice recording availability on Campus Safety office phones (dispatch).

   Justification: Current Campus Safety office phones are capable of recording; however they are not set up to do so. Recording of phone calls into Campus Safety will assist during emergencies or other critical incidents. The recording may be used for training to enhance overall customer service. This component can be incorporated into a CAD/RMS system.

   d. Need: Separation of phone lines into three separate lines:
      Emergency line: (626) 914-8611
      Citations / Parking Information: (626) 914-8765
      External Emergency Line: (626) 335-7760

   Justification: To provide better customer service, separate the phone lines by categories and assign Campus Safety employee(s) to manage each respectively.

2) Describe and list anticipated technology needs.
To better serve the Citrus College community, following are plans for future technology based on growth and development:

Surveillance cameras: The campus poses many unique challenges when it comes to security. A video surveillance system would assist in monitoring the diverse assortment of facilities that comprise the 104 acre campus. With approximately 50 buildings, 15 parking lots, multiple sports complexes and sprawling

student grounds, there is a lot to look after. The proper surveillance setup will go a long way in ensuring the safety of students, faculty, and facilities on campus. Cameras would assist in maintaining secure facilities, protecting students, deter crime, monitor parking lots, assist with investigations, and with the enforcement of college policies and procedures. Additionally, the cameras would have remote access by Campus Safety staff from anywhere on campus. A video surveillance system operating with IP network technology enables video streams to be sent over the internet for remote monitoring. Footage from cameras throughout the campus can be viewed online from any computer with an internet connection and access to the network. In recent years we have implemented new or additional surveillance cameras at various locations on campus. They include PA, VT, RA, LI, GR, CC, and BK. The cameras at PA, VT, RA, and LI can be viewed at Campus Safety, via the internet and on a 60 inch monitor. However, additional surveillance cameras and equipment are needed.

Building Access Control: Software enabling access control from a computer in our building would allow electronic securing or unlocking of doors in buildings, offices, or other areas. Doors would be able to be secured or unlocked by request. Software would be integrated with our current key card hardware and equipment. This would free up officers time and would provide more time for active patrol in the campus community.

A recent access control survey conducted by Campus Safety revealed there were a total of 2114 doors on campus. Following are number of doors and the type of access control currently installed on them:
- Card Reader Access: 1398
- Standard Key Access: 324
- Both (Card & Standard):   56
- Neither: Non-secure: 336

I.   Explain how faculty, administrators, staff, and students interact with this program.
The previously mentioned services offered by Campus Safety are available to all students and employees. Students and employees alike interact with Campus Safety personnel on a daily basis in many ways.

One of the ways in which students participate in improving program effectiveness is through surveys which are administered at various times. Examples of such surveys include the All Employee Survey and the Campus Safety Survey. Following is a brief synopsis of each:

The Campus Safety Survey was administered from May 22–June 15, 2015 with a total of 663 respondents; 53% students and 47% employees. Following are highlights from the survey:

Campus Safety Survey (See Appendix A for full survey):
Q3: How visible are Campus Safety personnel?
- 97% stated Campus Safety was visible on campus.

Q4: Campus Safety handles incidents in a fair and responsible manner.
- 92% stated Campus Safety handles incidents in a fair and responsible manner.

Q5: Does Campus Safety provides enough information about safety awareness and emergency preparedness?
- 59% stated Campus Safety provides sufficient information regarding safety awareness and emergency preparedness.

Q6: Campus Safety responds quickly to incidents on campus.
- 91% stated Campus Safety responds quickly to incidents on campus.

Q7: How safe do you feel on campus?
- 95% stated they feel extremely safe, very safe, or moderately safe on campus.

Q12: Have you been a victim of a crime on campus in the last year?
- 97% stated they were not victims of a crime while on campus.

See Appendix A for full Campus Safety Survey results

All Employee Survey:
The Office of Institutional Research at Citrus College conducted an all employee survey inquiring about various topics. Below reflects opinions pertaining to campus safety.
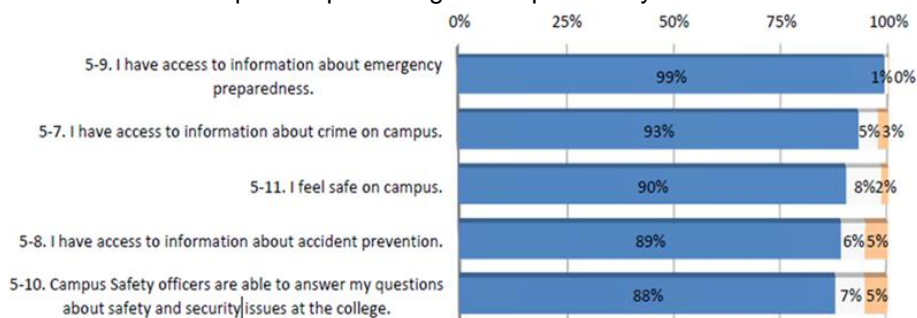
The Campus Safety Supervisor is also an active participant in the Annual Student Service Planning meeting, Physical Resource Committee, Student Services Committee, Student Conduct Team and attends monthly Student Affairs Supervisors meetings all of which serve to enhance services available to students.

Program Self-Evaluation Recommendations

Using data, describe changes that need to be made to improve program services to students. Include timelines, resources needed, and personnel responsible for implementing the plans. All recommendations must be numbered and referenced in section 6.

1) Since 2010, Campus Safety's calls for service have doubled. Every call for service necessitates dispatch, response, documentation, and record keeping of the call. Currently, these records are hand written on a daily log card, manually typed into a word document on the single office computer, and are then filed and stored at Campus Safety. Due to the increased calls for service, it is imperative to replace the existing antiquated method of operation with software technology that encompasses Computer Aided Dispatch (CAD), Records Management System (RMS), and IRs. Having a cloud based system that operates on real time and is accessible by multiple users on various devices will improve the daily operation of Campus Safety.

2) Citrus College is frequently busy with rentals, fundraiser, and other events during non-business hours or on weekends. Most of the people attending these functions are not affiliated with the college and therefore do not know how to contact Campus Safety in case of an emergency. Previous antiquated technology was having the *11 function on campus payphones which connected the caller with Campus Safety if they dialed *11 from the payphone. As very few payphones exist on campus and those that are still operable the *11 feature no longer exists; it is recommended to install blue light emergency phones on campus. By implementing blue light emergency phones throughout campus, the community will have 24 hour access to Campus Safety by pressing one button in the event of an emergency.

3) Incoming phone calls to Campus Safety are currently not recorded. It is recommended to record all incoming phone calls to Campus Safety. Upon recording, the recorded calls can then be reviewed, as needed; for training purposes, evidence recovery, or aide in investigating incidents.

4) CSOs are first responders to every incident on campus. Although CSOs have the training, certification, and powers of arrest granted by the California Commission on Peace Officer Standards and Training (POST); current practice is that CSOs do not carry any restraint devices (handcuffs) or equipment to protect themselves and others in the event of a dangerous situation. As such, it is recommended CSOs be equipped with handcuffs and O.C. "pepper" spray in order to effectively mitigate and resolve dangerous situations where immediate protective measures are needed. Of the 13 colleges in the Region 8 area, Citrus College is one of only two colleges whose officers, at minimum, do not carry O.C. "pepper" spray and handcuffs. The remaining campuses have officers who carry some or all of the following: O.C. "pepper" spray, handcuffs, baton, Taser, firearms and rifles.

5) Unlike other college public safety agencies whose organizational structure (chain of command) is identified by a rank and file system with specific leadership titles, current department structure for Citrus College Campus Safety consists of a supervisor, lead officer, and officer. As such, it is recommended to

change the current titles to more specific leadership titles in alignment with other college public safety agencies. This change will result in an easily identifiable organizational structure recognizable by students, employees, and the public alike. The desired titles are: Chief, Captain, Sergeant, Corporal, and Officer. Of the 13 colleges in the Region 8 area, Citrus College is the only college whose public safety agency does not have the above mentioned organizational structure with specific leadership titles.

6) On April 16, 2007 a student shot and killed 32 students and teachers at Virginia Tech. While the incident only lasted a few minutes, a student or teacher was killed every 3.1 seconds. Between February 1, 2013 and April 29, 2016 there have been 80 shootings at a college or university within the United States. Locally, active shooter incidents have occurred at Santa Monica College, University of California Los Angeles, Inland Regional Center in San Bernardino, the SoCal Edison Offices in Irwindale, and in Azusa, adjacent to a polling place and elementary school. As such, it is recommended to hire an independent firm to conduct a security and vulnerability assessment of Citrus College and Campus Safety. The results will be used to improve various facets, with the overarching goal of enhancing safety and security for the Citrus College community.

4. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*
Result: *What was the product or consequence of your assessment?*
Change: *What will you do differently as a result of what you learned from the assessment?*

Please see Appendix A

	Populate with the existing Unit Outcomes			
	Outcome	**Assessment**	**Result**	**Change**
	Students, faculty, staff, and visitors will show an understanding of how Campus Safety provides a safe and secure campus environment.	Campus Safety Survey.	The survey was administered from May 22 – June 15, 2015 with a response total of 663, 53% students and 47% employees. The survey resulted in an average of 94% of the respondents stating the following: Campus Safety was visible on campus; Campus Safety handles incidents in a fair and responsible manner; Campus Safety responds quickly to incidents on campus; Respondents felt extremely safe, very safe, or moderately safe on campus and were not victims of a crime while on campus. However, only 59% of the respondents stated Campus Safety provides sufficient information regarding safety awareness and emergency preparedness.	To improve the 59% results about information regarding safety awareness and emergency preparedness; Campus Safety launched an awareness campaign in Fall 2015. The campaign included the continuance of workshops and trainings on campus safety related topics such as emergency preparedness, emergency response procedures, personal safety, safety awareness, the Standards of Conduct, and the Annual Security Report. Additionally, as a part of the campaign, the Campus Safety mobile app "Citrus Guardian" was deployed on October 24, 2015. Citrus Guardian is free to all students and employees. In Spring 2017, a follow up Campus Safety survey will be conducted to measure improvement.
2	Students, faculty, and staff will learn about safety related topics through workshops offered by Campus Safety	Pre and post workshop survey.	Not conducted.	Will conduct surveys in all workshops to assess presentation, presenters, knowledge, and topics of interest.

A. Describe your progress in the development and implementation of Student Learning Outcomes.

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (CCSSE, ARCC, surveys) to address this topic. Use existing data and/or document with a survey.

1) What process was used to develop the SLOs?

Campus Safety has completed 3 cycles of SLOs. In 2007- 2008, SLOs focused on parking citation effectiveness. In 2010, the Campus Safety Supervisor, the Campus Safety Lead Officer, and the Campus Safety secretary attended meetings and workshops held by campus committees to develop SLOs. Since then, multiple meetings with Campus Safety personnel and the Vice President of Student Services were also held to develop and refine SLOs. As a result, more current and relevant SLOs were developed and implemented.

2) What activities are used to achieve the SLOs?

Review of department goals, student surveys, and statistical data were used to achieve the SLOs. In May 2015 students and employees were asked to complete a 26 question Campus Safety Survey. This survey was designed to assess perceived effectiveness of Campus Safety. In addition, overall department effectiveness was measured by tallying the numbers of calls for service, IRs, TAGs, emergency response calls, and a breakdown of parking citations issued, per offense. All of the figures pertaining to the aforementioned have increased significantly.

B. How is the program assessing the outcomes?

Campus Safety deployed a Campus Safety survey and campus safety was included in an all employee survey. Campus Safety analyzed the data from both surveys to assess what is being done well and what areas are in need of growth.

C. How is the assessment information used to improve services?

Based on the survey findings, areas in need of growth will be identified and a strategic approach will be implemented to improve areas. For example, as a result of the 59% respondents that stated Campus Safety provides sufficient information regarding safety awareness and emergency preparedness; Campus Safety will increase the amount of emergency preparedness and safety awareness presentations to students, faculty, and staff. Campus Safety will also continue to have community events as an additional means of reaching out to the community. Additionally, with the implementation of the Citrus Guardian app, campus safety awareness is expected to increase.

5. Previous Recommendations/Goals:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

	Previous Recommendations/Goals	Person(s) Responsible	Status/ Progress	Completed
1	Addition of another Parking Permit machine in the S4 lot. This goal will allow the kiosk to be more of an information center and also alleviate traffic congestion in the front of campus for daily permits.	Supervisor, Dean of Students	Completed. There are now a total of ten (10) Automated Pay station (APS) machines around campus; six (6) of which accept credit card, coin, and cash.	2013
2	Implementation of a phone tree. This will help distinguish routine callers from the emergency calls. This will also better assist those who need general information including directions to the campus, information on parking, etc.	Supervisor	Aborted. Instead, there are eight (8) "8611" phone lines coming into Campus Safety.	2012
3	Develop and implement an Officers' manual for a more standardized way of training new employees.	Supervisor, Lead Officer	Completed	2011
4	Develop and implement an Owl Patrol manual for Owl Patrol members to have	Supervisor, Lead Officer	Completed	2011

	complete, thorough, and consistent training for each area of responsibility			
5	Develop and implement an Office manual for a more standardized way of training employees as well as serve as a reference for various office procedures.	Supervisor, Secretary	Completed	2012
6	Complete hire process of (1) Campus Safety Officer II and (2) Campus Safety Officer I positions.	Supervisor, Dean of Students	Completed	2013

6. New Recommendations/Goals:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendations/Goals	Person(s) Responsible	Estimated Completion	Budget Priority
1st	Computer Aided Dispatch (CAD) and Record Management System (RMS) CCSP 6.2 EFMP pg. 331	Supervisor, Operations Assistant, Program Assistant, and Vice President of Student Services	Fall 2016	2, 3
2nd	Improve emergency communication by implementing blue light Emergency Phones throughout campus. CCSP 6.2	Supervisor and Vice President of Student Services	June 2017	2, 3
3rd	Add voice recording technology on all Campus Safety office (dispatch) phones. CCSP 6.2	Supervisor and Vice President of Student Services	June 2017	2,3
4th	Equip CSOs with handcuffs and O.C. "pepper" spray in order to effectively mitigate and resolve dangerous situations where immediate use of protective measures is needed. CCSP 6.2 and 6.1	Supervisor and Vice President of Student Services	June 2017	2, 3
5th	Department Restructuring. Rename leadership positions in alignment with other college/university campus law enforcement hierarchy. Ex: Chief, Captain, Sergeant, Corporal, Officer. CCSP 6.2 and 6.1	Supervisor, Lead Officer, Vice President of Student Services	December 2017	2, 3
6th	Hire an independent firm to conduct a security and vulnerability assessment of Citrus College and Campus Safety. The results will be used to improve various facets, with the greater goal of enhancing safety and security for the Citrus College community. CCSP 6.2 and 6.1	Supervisor and Vice President of Student Services	June 2018	2, 3

7. Resources requested:

Certificated Personnel (FNIC)

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
1 – Program Assistant (49%)	Goal: Complete staffing needs to assist with shift coverage and provide a safe and secure campus for students, faculty, visitors and staff. Impact: With the projected increase of students estimated in the Educational Facilities Master Plan and an expected increase in calls for service, the additional office personnel will assist with the above mentioned. New recommendation #N/A	Salary $1,453 Benefits$ 312 Health $ -0- Total: $1,765	2, 3	CCSP 6.2

Staff Development (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Online Clery Act Training provided by The Clery Center for Security On Campus	Goal: The Clery Center for Security On Campus is the nonprofit leader in Clery Act compliance training. Designed by a multidisciplinary team of experts and practitioners in the fields of campus law enforcement and student affairs, the curriculum/training will discuss Clery Act compliance challenges and new concepts/revisions such as: • Violence Against Women Act (VAWA) • Intersections between Clery & Title IX • Case study examples, group activities • The 4 W's of crime statistics • Ongoing disclosures • Prevention and response • The Annual Security Report (ASR) Impact: By having Campus Safety personnel trained in the items noted above, the District is in better position to ensure federally mandated Clery Act compliance. New recommendation #NA	$475 per person (in person training); $195 per person (online training).	1, 2, 3	CCSP 6.1 and 6.2
Online Title IX training provided by the National Center for Higher Education Risk Management	Goal: With recent changes/new legislation pertaining to Title IX, the importance of a college's responsibilities, coordinated efforts, and compliance cannot be overstated. The goal is to have Campus Safety personnel	$349 per 90 min online training.	1, 2, 3	CCSP 6.1

	trained in these areas. Impact: Trained personnel will be familiar with all aspects of Title IX including, but not limited to: responsibilities and coordination of all of college's compliance efforts on gender discrimination, sexual harassment, retaliation, sexual assault, athletics equity, and related civil rights investigations. Additional trained personnel places the District in a better position to ensure federally mandated Title IX compliance. New recommendation #N/A			
(NCHERM)				
Extensive Report Writing for officers course	Goal: The goal is to improve Campus Safety Officer's report writing skills by teaching officers how to write investigative reports utilizing the major components of California POST Learning Domain 18: Factual, Accurate, Clear, Concise, Complete, and Timely (CA. POST LD 18: FACCCT), based report writing. Impact: Improved report writing will enhance safety by reducing the time offers spend writing reports thereby allowing them to be out on patrol. Clear, concise, fact-based reports assist in potential litigation. New recommendation #N/A	$600 for up to 15 Campus Safety personnel, per 4 hour training session.	2, 3	CCSP 6.2
Perishable Skills Training	Goal: The primary focus of this course is refreshing officer's baton, O.C. "pepper" spray and handcuffing skills. Use of force theory and practice are also discussed and integrated into this course. Impact: This course will assist in developing and improving use of force decision making including baton, pepper spray and handcuffing competency. A trained officer will be better prepared to protect the Citrus College community. New recommendation #3	$600 for up to 15 Campus Safety personnel, per 4 hour training session.	2, 3	CCSP 6.1

Facilities (Facilities)

Describe repairs or modifications needed and location*	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Office Lobby Window at Campus Safety Office	Goal: To provide additional safety for office staff, install multiple layered laminated glass windows with an intercom system. Impact: The window would provide a safer environment while providing more effective customer service via a window intercom system. New recommendation #N/A	$1,000	2, 3	CCSP 6.3

Automatic locking gates at the rear storage area of the Campus Safety building	Goal: To provide a higher level of security. Impact: The auto locking gates will better protect confidential archived information and seized property or evidence. New recommendation #N/A	$500	2, 3	CCSP 6.3

Computers / Software (TeCS)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Software for recording telephone calls coming into Campus Safety office phones	Goal: The goal is to record all incoming calls to Campus Safety. Impact: Upon recording, the recorded calls can then be reviewed- as needed, for training purposes, evidence recovery, or aide in investigating incidents New recommendation #3	$600	2, 3	CCSP 6.1
Two (2) additional computer stations within the office for the officers	Goal: The goal is to add two additional computers that are accessible to officers in order to type IRs and daily logs. Impact: By having more computers available, officers will spend less time in the office waiting for a computer, and instead will be out on patrol. New recommendation #N/A	$2,500	2, 3	CCSP 6.1

Equipment

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Parking/Traffic Event Equipment	Goal: The goal is to provide adequate resources for Campus Safety personnel who are assigned to traffic and parking detail during a college sponsored event. Impact: By utilizing parking/traffic event equipment such as A-frames, signs, barricades, orange cones, delineators, traffic vests, and lights; event parking and traffic will run safer and smoother during ingress and egress. The additional equipment will also provide a more professional image. New recommendation #N/A	$2,000	2, 3	CCSP 6.2
Handcuffs	Goal: The goal is to provide officers with a lawful restraining device for the rare occasion they have to enact protective measures and restrain a person who poses a danger to themselves, the officer, or the Citrus College community. All CSOs receive their handcuffing training at police academies who are governed by the California Commission on Peace Officer Standards and Training (POST).	$45 x 15 = $675 x 9% sales tax = $736	2, 3	CCSP 6.2

|				
	Impact: The equipment will assist officers in continuing to provide a safe and secure learning environment. New recommendation #4			
Oleoresin Capsicum (O.C.) "pepper" spray delivery via the Pro Guardian 8 (G8) V2 Enhanced Non-Lethal Defense devise The Pro Guardian 8 (G8) V2 prepares officers with a flexible device that protects their safety and allows measured response with the ability to incapacitate aggressive subjects from a distance, while alerting dispatch to an incident as soon as the device is activated. Upon activation, an automatic audio and video recording of the interaction ensues as soon as the G8 is removed from the holster.	Goal: The goal is to provide officers with a non-lethal tool for the rare occasion they have to enact protective measures and defend against a person who poses a danger to themselves, the officer, or the Citrus College community. Impact: The Pro Guardian 8 (G8) V2 provides officers a non-lethal O.C. "pepper" spray delivery device that protects their safety, while alerting dispatch and capturing an audio and video recording of their interaction with a dangerous subject. Key features include: • Through Bluetooth® technology, guards access two-way connectivity with support personnel • Incident recorder automatically captures and stores audio and video when the unit is activated • Laser spotter modifies subject's behavior by delivering a clear and concise warning across language barriers up to 50 feet away • Alerting siren calls attention to scene while disorienting the subject • Strobe light disorients by narrowing subject's field of view • As a last resort, O.C. pepper spray can be used to deliver non-lethal incapacitation of aggressive subjects up to ten feet away New recommendation #4	$275 x 10 = $2,750 x 9% sales tax = $2,998	2, 3	CCSP 6.2

Supplies

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Appendix A

Campus Safety Survey

**Q1: In the past year, on average, what Campus Safety services have you used? (Check all that apply)**
Answered: 565   Skipped: 98
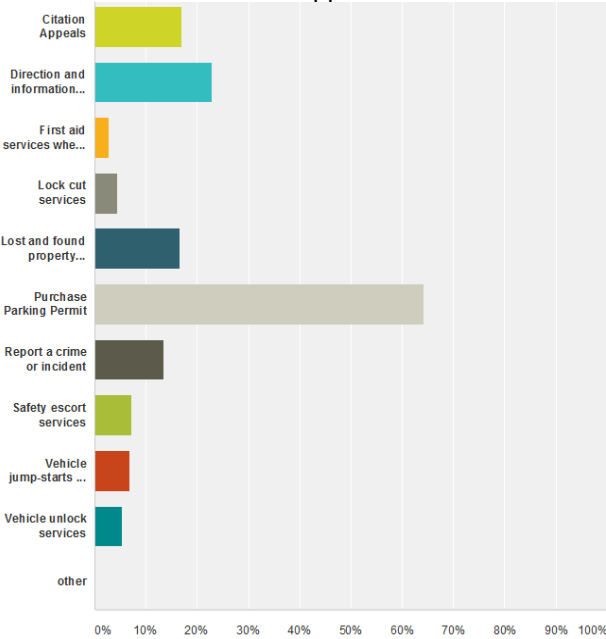
Answer Choices	Responses	
Citation Appeals	17.17%	97
Direction and information services regarding campus facilities and events	23.01%	130
First aid services when the Health Center was closed	3.01%	17
Lock cut services	4.60%	26
Lost and found property services	16.64%	94
Purchase Parking Permit	64.25%	363
Report a crime or incident	13.63%	77
Safety escort services	7.26%	41
Vehicle jump-starts for dead batteries	6.90%	39
Vehicle unlock services	5.49%	31
other	0.00%	0
Total Respondents: 565		

Q2: In the past year, on average, how many times per semester did you visit or contact Campus Safety?
Answered: 663   Skipped: 0
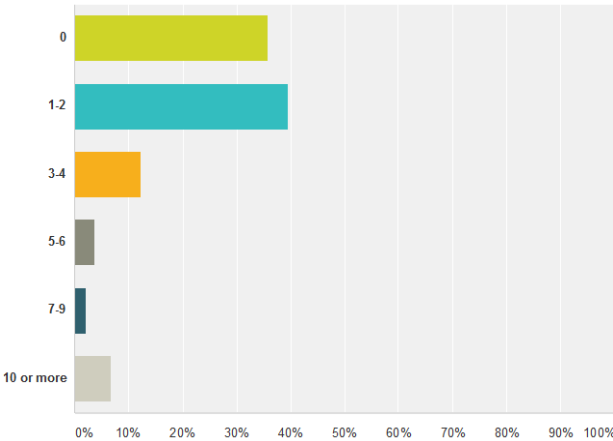
Answer Choices	Responses	
0	35.75%	237
1-2	38.52%	262
3-4	12.22%	81
5-6	3.77%	25
7-9	2.11%	14
10 or more	6.64%	44
Total		663

Q3: How visible are Campus Safety personnel?
Answered: 663   Skipped: 0
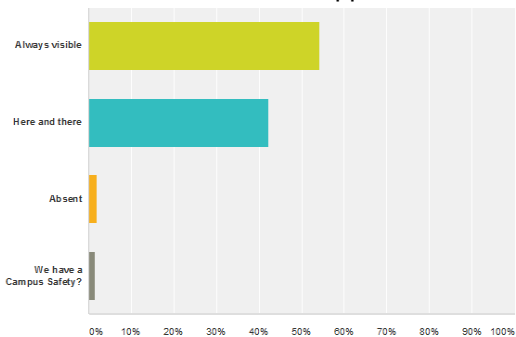
Answer Choices	Responses	
Always visible	54.30%	360
Here and there	42.23%	280
Absent	1.96%	13
We have a Campus Safety?	1.51%	10
Total		663

Q5: Do you think Campus Safety provides enough information about safety awareness and emergency preparedness?
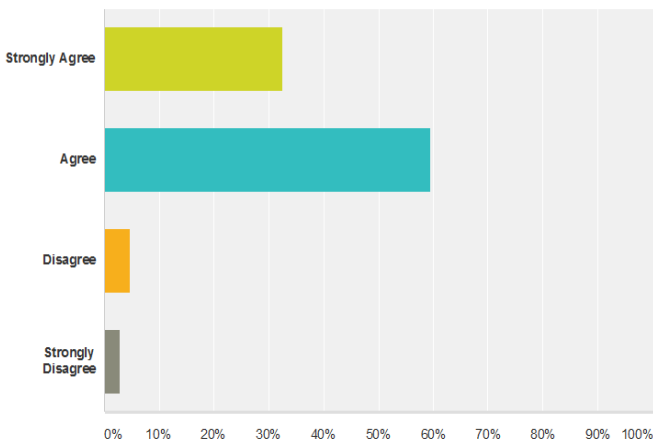Answered: 663   Skipped: 0
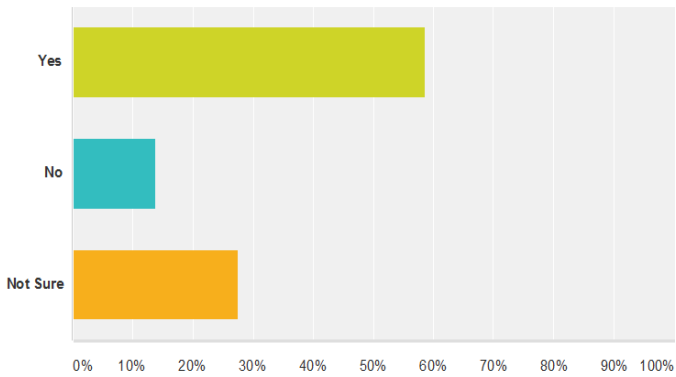
Answer Choices	Responses	
Yes	58.67%	389
No	13.73%	91
Not Sure	27.60%	183
Total		663

Q4: Campus Safety handles incidents in a fair and responsible manner.
Answered: 663   Skipped: 0

Answer Choices	Responses	
Strongly Agree	32.58%	216
Agree	59.58%	395
Disagree	4.83%	32
Strongly Disagree	3.02%	20
Total		663

Q6: Campus Safety responds quickly to incidents on campus.
Answered: 663   Skipped: 0
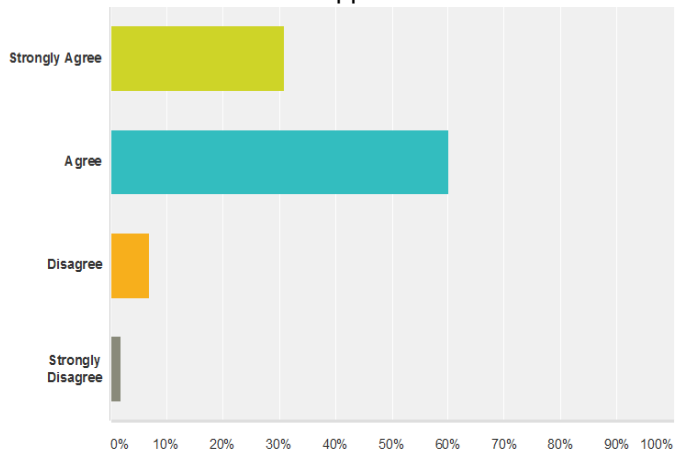
Answer Choices	Responses	
Strongly Agree	30.92%	205
Agree	60.18%	399
Disagree	6.94%	46
Strongly Disagree	1.96%	13
Total		663

Q7: How safe do you feel on campus?
Answered: 620   Skipped: 43
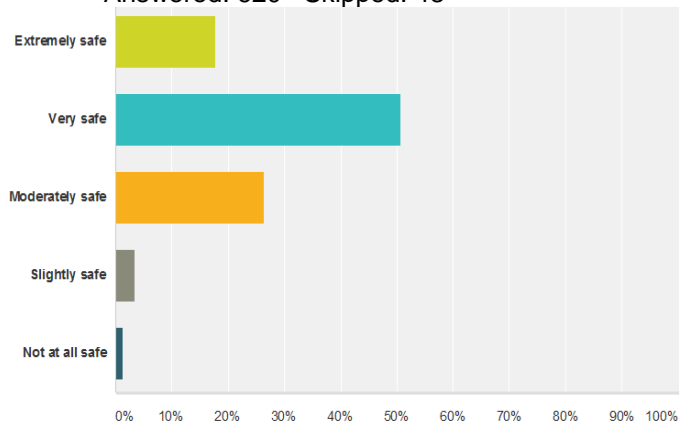
Answer Choices	Responses	
Extremely safe	17.74%	110
Very safe	50.81%	315
Moderately safe	26.45%	164
Slightly safe	3.55%	22
Not at all safe	1.45%	9
Total		620

## Q8: In the past year, how safe do you feel being alone on campus during the following times:
Answered: 620   Skipped: 43
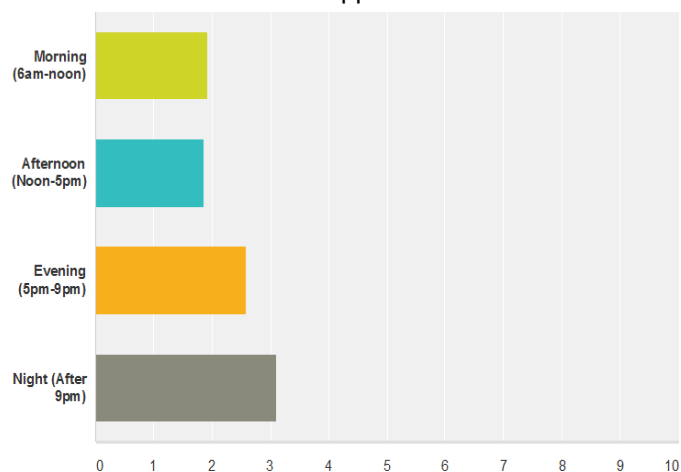
	Extremely Safe	Very Safe	Moderately Safe	Slightly Safe	Not At All Safe	N/A	Total	Weighted Average
Morning (6am-noon)	32.36% 200	39.32% 243	16.83% 104	3.24% 20	0.65% 4	7.61% 47	618	1.92
Afternoon (Noon-5pm)	36.14% 223	41.82% 258	15.40% 95	2.76% 17	0.49% 3	3.40% 21	617	1.86
Evening (5pm-9pm)	16.94% 104	26.38% 162	29.32% 180	13.19% 81	4.40% 27	9.77% 60	614	2.58
Night (After 9pm)	8.51% 52	15.22% 93	25.70% 157	17.02% 104	12.11% 74	21.44% 131	611	3.11

Q9: In the past year, how safe do you feel being alone on campus at each of the following locations:
Answered: 620   Skipped: 43
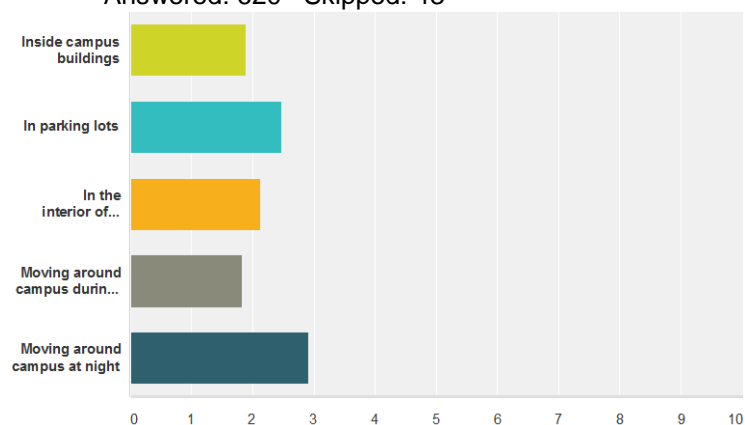
|	Extremely Safe	Very Safe	Moderately Safe	Slightly Safe	Not At All Safe	N/A	Total	Weighted Average
Inside campus buildings	35.38% 219	44.10% 273	15.99% 99	3.07% 19	0.65% 4	0.81% 5	619	1.89
In parking lots	15.42% 95	36.85% 227	34.25% 211	9.09% 56	3.73% 23	0.65% 4	616	2.49
In the interior of campus	24.31% 150	45.22% 279	23.50% 145	4.70% 29	1.30% 8	0.97% 6	617	2.13
Moving around campus during the day	37.72% 232	42.76% 263	14.96% 92	2.44% 15	0.65% 4	1.46% 9	615	1.84
Moving around campus at night	11.04% 68	22.56% 139	28.73% 177	17.05% 105	10.23% 63	10.39% 64	616	2.92

Q10: What safety concerns do you have while on campus?
Answered: 620   Skipped: 43

Responses required extensive additional essay type comments.
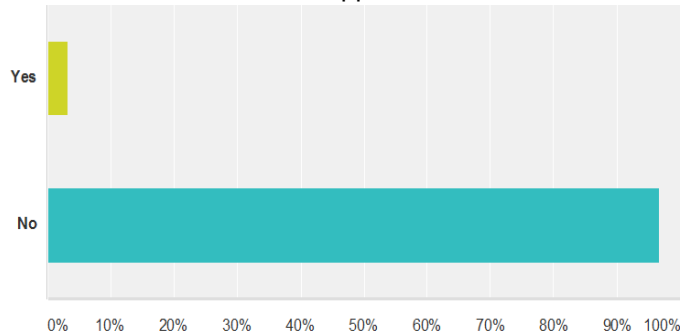
Q11: How often do you see security issues on campus?
Answered: 620   Skipped: 43
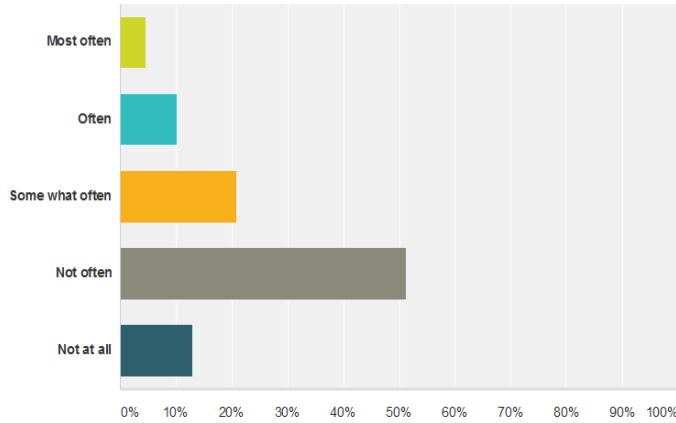
Answer Choices	Responses	
Most often	4.68%	29
Often	10.16%	63
Some what often	20.97%	130
Not often	51.29%	318
Not at all	12.90%	80
Total		620

Q12: Have you been a victim of a crime on campus in the last year?
Answered: 620   Skipped: 43

Answer Choices	Responses	
Yes	3.39%	21
No	96.61%	599
Total		620

Q13: Have you witnessed a crime on campus in the last year?
Answered: 620   Skipped: 43
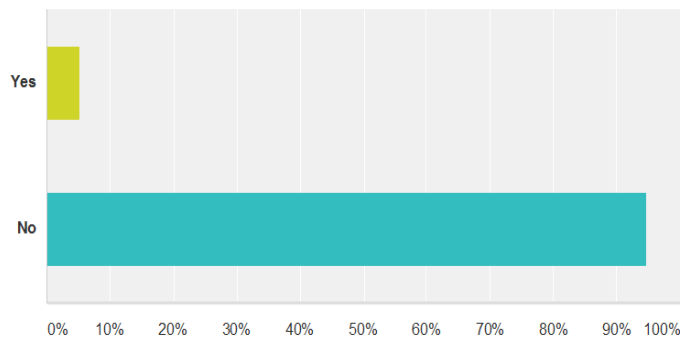
Answer Choices	Responses	
Yes	5.32%	33
No	94.68%	587
Total		620

Q14: If you were either a victim or witness of a crime on campus, did you report it to Campus Safety?
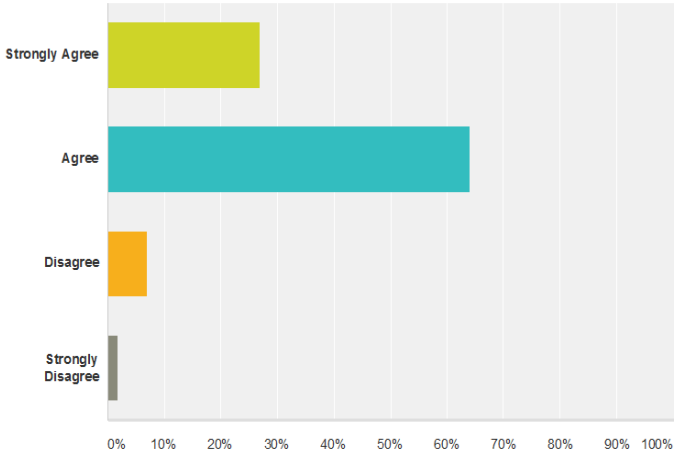### Answered: 620   Skipped: 43
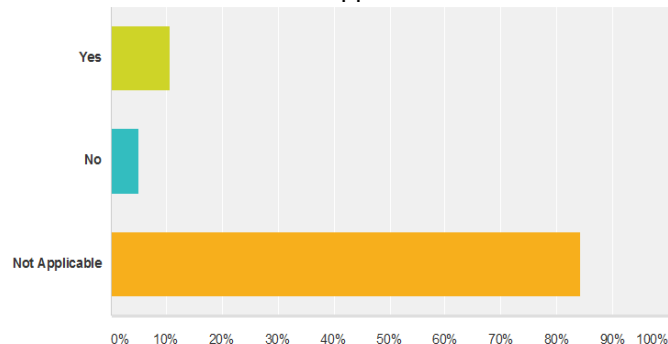
Answer Choices	Responses	
Yes	10.65%	66
No	5.00%	31
Not Applicable	84.35%	523
Total		620

Q15: If no, why did you not report the crime to Campus Safety?
Answered: 264   Skipped: 399

Responses required extensive additional essay type comments.

Q16: If a crisis happened on campus, Campus Safety would handle it well.
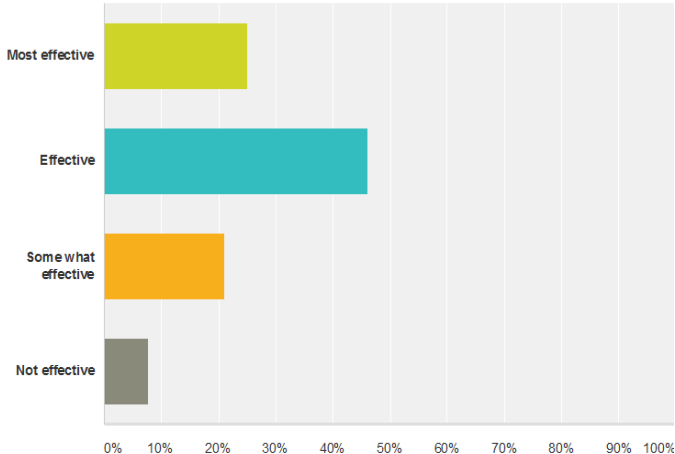Answered: 620   Skipped: 43

Answer Choices	Responses	
Strongly Agree	26.94%	167
Agree	64.03%	397
Disagree	7.10%	44
Strongly Disagree	1.94%	12
Total		620

Q17: Do Crime Alerts and Timely Warnings help raise your safety awareness?
Answered: 614   Skipped: 49
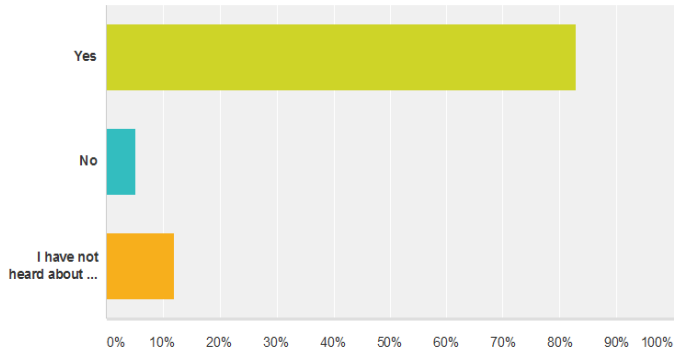
Answer Choices	Responses	
Yes	82.90%	509
No	5.21%	32
I have not heard about the Crime Alerts or Timely Warnings	11.89%	73
Total		614

Q18: How effective are the Crime Alerts and/or Timely Warnings?
Answered: 614   Skipped: 49

Answer Choices	Responses	
Most effective	25.08%	154
Effective	46.09%	283
Some what effective	21.01%	129
Not effective	7.82%	48
Total		614

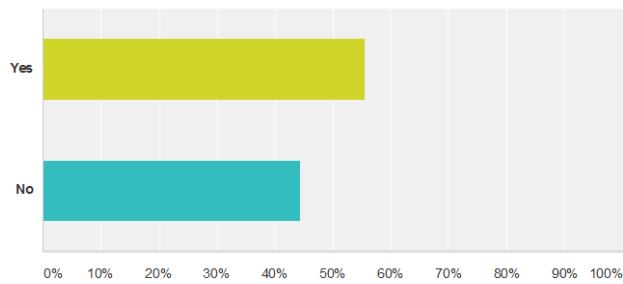Q19: Do you know where to find the Citrus College Annual Security Report (ASR)

Answered: 614   Skipped: 49
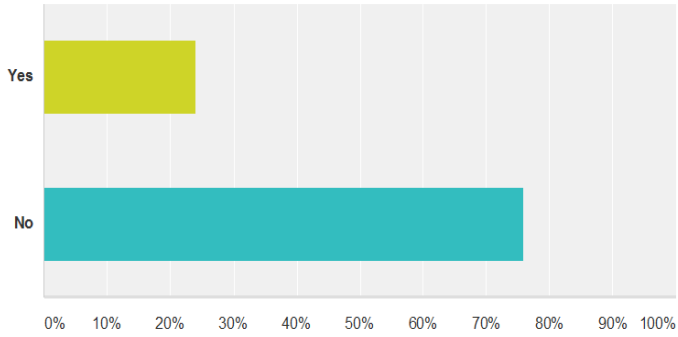
Answer Choices	Responses	
Yes	24.10%	148
No	75.90%	466
Total		614

Q20: Are you aware of the Standards of Conduct (Board Policy 5500) and the consequences associated to any disruptive conduct or behaviors subject to disciplinary action?
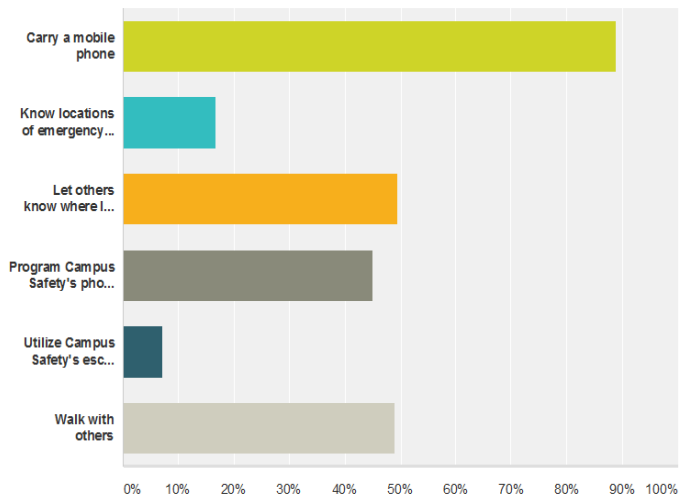
Answered: 614   Skipped: 49

Answer Choices	Responses	
Yes	55.54%	341
No	44.46%	273
Total		614

Q21: In the past year, what actions did you take to increase your personal safety on campus? (Check all that apply)
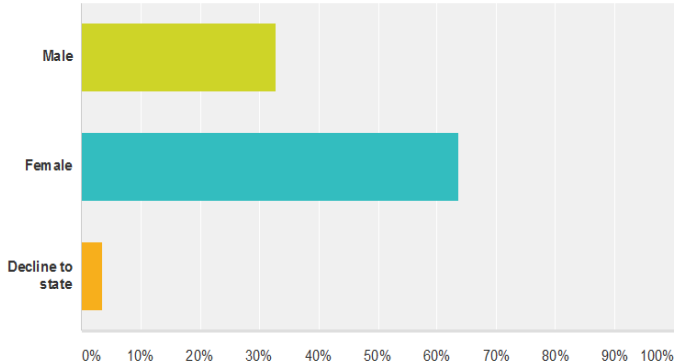
Answered: 590   Skipped: 73

Answer Choices	Responses	
Carry a mobile phone	88.98%	525
Know locations of emergency phones	16.78%	99
Let others know where I will be	49.49%	292
Program Campus Safety's phone number into my mobile phone	45.08%	266
Utilize Campus Safety's escort service	7.12%	42
Walk with others	48.98%	289
Total Respondents: 590		

Q22: What would you change or improve about Campus Safety?
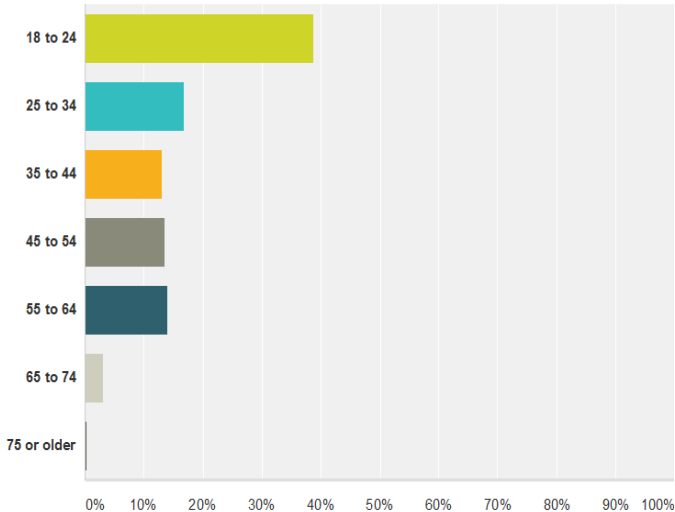
Answered: 608   Skipped: 55

Responses required extensive additional essay type comments.

Q23: What is your gender?
### Answered: 607   Skipped: 56

Answer Choices	Responses	
Male	32.78%	199
Female	63.76%	387
Decline to state	3.62%	22
Total Respondents: 607		

Q24: What is your age?
Answered: 593   Skipped: 70

Answer Choices	Responses	
18 to 24	38.79%	230
25 to 34	16.86%	100
35 to 44	13.15%	78
45 to 54	13.49%	80
55 to 64	14.00%	83
65 to 74	3.20%	19
75 or older	0.51%	3
Total		593

Q25: What is your racial/ethnic background?
Answered: 607   Skipped: 56
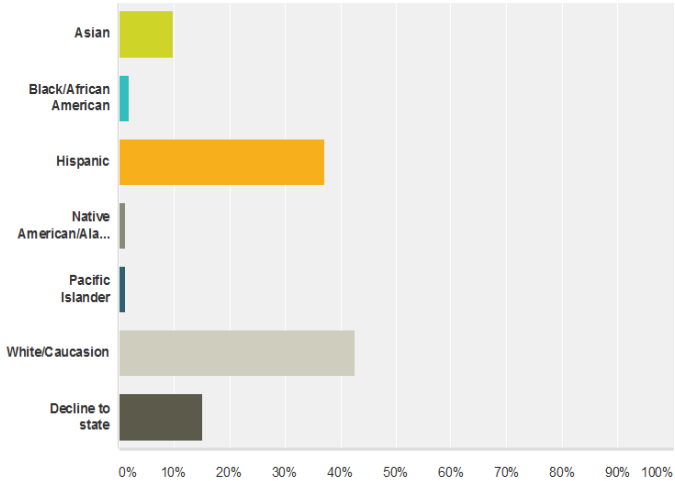
Answer Choices	Responses	
Asian	9.88%	60
Black/African American	1.98%	12
Hispanic	37.07%	225
Native American/Alaskan	1.32%	8
Pacific Islander	1.15%	7
White/Caucasian	42.50%	258
Decline to state	15.32%	93
Total Respondents: 607		

Q26: Choose what best describes your status at Citrus College?
Answered: 607   Skipped: 56
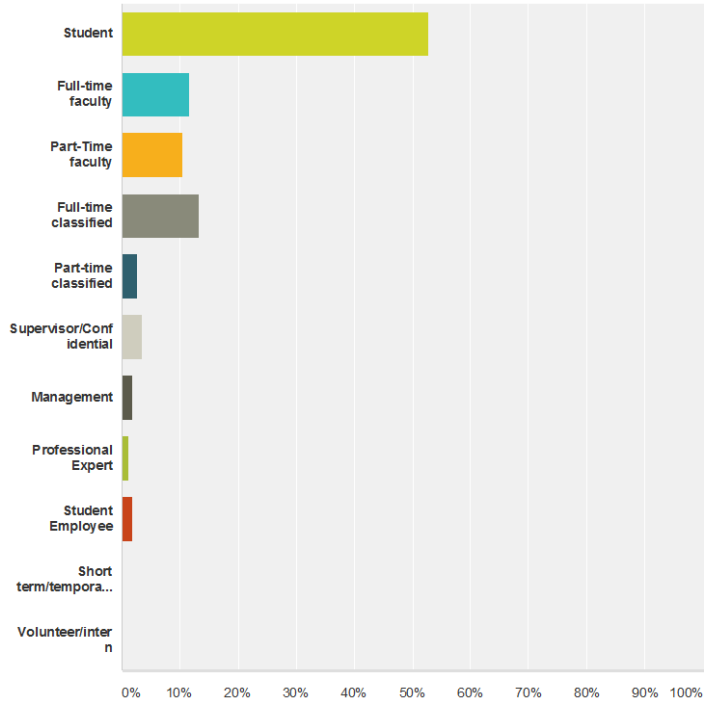
Answer Choices	Responses	
Student	52.72%	320
Full-time faculty	11.70%	71
Part-Time faculty	10.38%	63
Full-time classified	13.34%	81
Part-time classified	2.80%	17
Supervisor/Confidential	3.62%	22
Management	1.98%	12
Professional Expert	1.32%	8
Student Employee	1.98%	12
Short term/temporary employee/substitute	0.00%	0
Volunteer/intern	0.16%	1
Total		607