Citrus College

CAMPUS SAFETY
NON-INSTRUCTIONAL
ANNUAL PROGRAM REVIEW and PLAN
2012

1. Program Description/Mission:

Program Description:
Campus Safety strives to ensure the safety of students, faculty, staff, and visitors while they are on campus property or involved in college-sponsored programs and activities and protects district property and facilities. Campus Safety also has the authority to enforce the Standards of Conduct. As the liaison with local law enforcement agencies in all criminal actions, Campus Safety is responsible for contacting police agencies in the event of an emergency. Campus Safety has a memorandum of understanding with the Glendora Police Department and an informal relationship their counterparts at Azusa Pacific University.

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

2. Key functions/goals of this Department/Program:

- Provide a safe, secure, friendly learning environment.
- Provide safety, security, and parking enforcement.
- Campus Safety Officers are on campus 24 hours a day, 365 days a year.

3. Assessment of Outcomes:

Populate with the existing Unit Outcomes			
Outcome	**Assessment**	**Result**	**Change**
1. Students, faculty, staff, and visitors can expect Campus Safety to provide a safe and secure campus environment.	Campus Safety survey	Based on the results from the "Safety" survey administered during the 2010-2011 academic year, areas needing improvement were identified and department goals were established. During the annual program review, it was discovered that the survey was not administered during the 2011-2012 academic year due to staff transition (Appendix A).	Campus Safety will administer a "Safety" survey in the fall 2012 and spring 2013 semester. The goal is to improve survey results by 10% based on 2010-2011 benchmarks.

4. Recommendations/Next Steps:

	Previous Recommendation	Progress / Persons Responsible	Status	Est. completion
1	Create a Parking Department in order to better serve the College community and, in turn, provide greater safety and a more efficient security response. 　a. Additional Automated Pay Stations (APS) on campus 　b. Use of electronic citation writers CCSP 3.2	Giannone/Macias/Mullin	In Progress – Pending approval, purchase, and implementation of additional automated pay stations and electronic citation writers	June 2012
2	Implement officer and office staff manuals. Standardize a complete, thorough, and consistent training for each area of responsibility. It will also serve as a reference for various office procedures and department policies. CCSP 5.1	Giannone/Macias/Mullin	Phase one – Completed All manuals have been written. Phase 2-In Progress Revisions are in process. Implementation is pending.	January 2012
3	Complete hire process of (2) Campus Safety Officer I (1) and office support staff. CCSP 2.2	McDonald/Giannone	In Progress – Three part time Campus Safety Officers have been hired and one office support staff remains vacant.	June 2012
4	Present Campus Safety workshops to various groups and/or classes on campus educating students on various campus safety related topics. CCSP 5.1	Giannone/Macias/Mullin	In progress – Presentations to Admissions and Records, Financial Aid, and Counseling. Future Presentations to be conducted for various student groups, classes and organizations.	June 2012

	New Recommendation	Progress / Persons Responsible	Status	Est. completion
1	Create a Parking Department in order to better serve the College community and, in turn, provide greater safety and a more efficient security response. 　a. Additional Automated Pay Stations (APS) on campus 　b. Use of electronic citation writers CCSP 3.2	Macias/Mullin/Banuelos	In Progress	June 2013
2	Implement officer and office staff manuals. Standardize a complete, thorough, and consistent training for each area of responsibility. It will also serve as a reference for various office procedures and department policies. CCSP 5.1	Macias/Mullin/Banuelos	In Progress	December 2012

3	Complete hire process of three (3) Campus Safety Officer I and one (1) program assistant. CCSP 2.2	McDonald/Macias	In Progress	December 2012
4	Inform the college community on campus safety services and related topics. CCSP 5.1	Macias/Mullin/Banuelos	In Progress	June 2013
5	Conduct quarterly department training / meetings. CCSP 5.1	Macias	In Progress	December 2012
6	Obtain a new Campus Safety vehicle. CCSP 2.2	Macias	In Progress	December 2012

5. Resources requested:

Campus Safety

Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
1 - Campus Safety Officer II (100%)	Complete staffing needs; assist with shift coverage. Provide a safe and secure campus for students, faculty, visitors and staff. Enforce Board Policies and Administrative Procedures	$88,982 ($44,491 X 2)	2, 3
3 - Campus Safety Officer (49%)	Complete staffing needs; assist with shift coverage. Provide a safe and secure campus for students, faculty, visitors and staff. Enforce Board Policies and Administrative Procedures	$31,584 ($15,792 X 2)	2, 3
1 - Program Assistant (49%)	Complete staffing needs; assist with office and dispatch duties; provide continued support to students, staff, and visitors; provide additional support to officers on duty during emergencies		2, 3

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Nonviolent Crisis Intervention (NCI) De-escalation training	Provided by the Crisis Prevention Institute (CPI) since 1980, this program is considered the worldwide standard for crisis prevention and intervention training. With a core philosophy of providing for the *Care, Welfare, Safety, and Security* of everyone involved in a crisis situation, the program's proven strategies give human service providers and educators the skills to safely and effectively respond to anxious, hostile, or violent behavior while balancing the responsibilities of care. Options: a) One day foundation seminar (cost for 40 people) b) Four day instructor certification (cost per person)	a) $7,500 group b) $1,569 per person	2, 3
Weaponless Self Defense (WSD) training for officers	This is a four (4) hour, basic course in weaponless self-defense. Officers will learn the basics of blocking punches and kicks and disengaging from aggressive subjects. The main focus of this class is teaching personnel how to protect themselves.	$40 per officer	2, 3
DEACONS Verbal Tactical Skills Training (VTST) for officers	Training Program is a four hour (4) course designed to teach officers how to use communication skills; officer command presence, dialogue and verbal commands, to reduce the need for applying "hands on" force options. The course is a combination of lecture material, DVD presentation and participation in simulated video conflict scenarios. The main goal is improving officer safety through tactical verbalization skills.	Researching	2, 3

Extensive Report Writing for officers	This course consists of six (6) blocks of instruction taught in approximately two (2) hour blocks of training. It is designed to teach officers how to write investigative reports utilizing the major components of CA. POST LD 18: FACCCT based report writing. A portion of this instruction is focused on force report writing. Officers will observe simulated and actual reportable offenses and then write an investigative report. The goal of this course is to help officers improve their report writing skills	$600 for up to 15 Campus Safety personnel	2, 3
Public Safety Dispatchers' Basic Course	The Public Safety Dispatchers' Basic Course is the entry-level training requirement for dispatchers employed by agencies participating in POST's public safety dispatcher program, as specified in Commission Regulation 1018. The Public Safety Dispatchers' Basic Course has a minimum hourly requirement of 120 hours, which is divided into 14 individual topics, called Learning Domains. The Public Safety Dispatchers' Basic Course introduces the necessary skills and knowledge to work in a law enforcement communications center in a productive and professional manner. The course also prepares each student for the basic roles, responsibilities, and duties of a public safety dispatcher within the law enforcement agency.	$88 per person	2,3

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
N/A			

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
Computer Aided Dispatch (CAD)	The program anticipates the need for the staff to be formally trained in computer programs such as Computer Aided Dispatch (CAD). The CAD system will record all calls for service, officer contacts, and document incident reports and TAGs. The CAD system will ensure accountability and reliability for dispatch and record keeping.	Researching	2, 3
On-line Citation Adjudication System (Turbo Data Systems, Inc.)	Program includes: Processing, collection, Call Center; Adjudication (including eAppeals and eReview); Nationwide DMV lookups; Customized delinquent noticing; Delinquent citation collections; TicketPRO Mobile citation writers; Fully integrated system; Unlimited training and support; Free software and hardware upgrades; and Comprehensive Management reports. Benefits: Web-based & Phone-based payment options for violators; Convenience of on-line appeals; Eliminates paperwork; Citation is placed in hold while in appeals process; Eliminates costs on mailing; Less staff hours in Campus Safety and Cashier Office; Higher collection rate; and five month return on investment (approximate)	$18,000	2, 3

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
TicketPRO Mobile Citation Writers (Four in total; Via Turbo Data Systems, Inc.)	Electronic handheld ticket writers that are lightweight, single-piece devices with attached printers to enable officers to "write" their tickets on the handheld computer and have the tickets printed at the scene. The printed tickets are legible, durable, weather-proof, and most importantly – accurate. Benefits: • State-of-the-art handheld ticket writers with customized programming • Fully integrates with Turbo Data's On-line Adjudication System. Officers are able to take pictures of the vehicles in violations and upload the pictures, making them visible for the appellant and the reviewer. • Decreases amount of time personnel spends on issuing citations • Officer Safety	$16,920	2, 3
Additional Automated Pay Stations (APS); daily parking permit dispenser (Pacific Parking Systems)	Currently, there is only one APS on campus. A purchase order has been created for 5 additional APS machines. Benefits: • Daily permits available at 5 additional location • 3 will accept credit cards, bills and coins • 2 will collect bills and coins only • Increased parking revenue • Ability to modify permit cost for special events • Consistent parking enforcement • Contracted with LACCD – 3 year warranty • 6 month return on investment (approximate)	$76,000	2, 3
On-Line Student Parking Permits (iParq – Intelligent Parking)	Program includes: • Parking permit management and fulfillment • Custom solutions and training • On-line purchase and mail delivery of parking permit • On-line vehicle registration • Data conversion and integration with Banner Benefits: • Reduced lines at Cashier and Student Business Office • Printable 2 week temporary parking permit pending receipt of permit • No need for grace period • Less labor, reduce need for hourly staff • Increased availability of Campus Safety personnel • Increased availability of Cashier and Student Business Office staff	$15,000	2, 3

Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Appendix A

Citrus College

Department of Campus Safety

Survey

1.) Do you feel safe on campus? YES NO

2.) Are you aware of all the services provided by the Department of Campus Safety? YES NO

3.) Are you familiar with campus parking policies? YES NO

4.) Do you know how to contact the Department of Campus Safety? YES NO

5.) Are you aware of the Student Code of Conduct (Board Policy 5500)? YES NO

6.) Have your experiences with the Department of Campus Safety been positive? YES NO

COMMENTS: _____
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