



**DEPARTMENT OF CAMPUS SAFETY
STUDENT SERVICES ANNUAL
PROGRAM REVIEW 2015-2016
AND PLAN 2016-2017**

Committee Members:

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1. Program Mission/Description:

Program Mission and Relationship to College Mission:

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

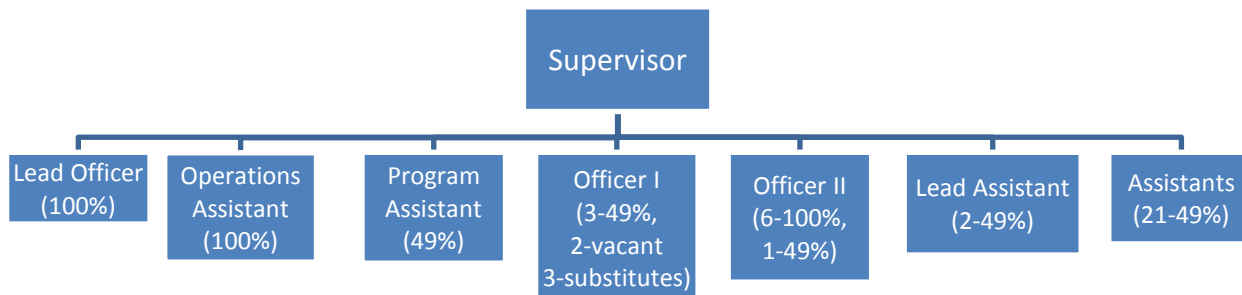
Program Description:

The Department of 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 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 Department of Campus Safety.

2. Key Functions/Goals:

- Conducting investigations of crimes, District policy violations, reported injuries or accidents; while documenting the information in daily logs or incident reports
- 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
- Liaising 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

Organization Chart



3. 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?*

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

<i>Populate with the existing Unit Outcomes</i>				
	Outcome	Assessment	Result	Change
1	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 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.

4. 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 Recommendation/ Goals 2015-2016	Person(s) Responsible	Status/ Progress	Completed
1	Computer Aided Dispatch (CAD) / Record Management System (RMS) CCSP 3.2; EFMP pg. 331	Supervisor, Operations Assistant, Program Assistant, and Vice President of Student Services	In progress – Campus Safety selected the “Report Exec” program which is a cloud based real time system and is accessible by multiple devices. Campus Safety is awaiting approval and integration from TeCS. Full implementation is expected prior to the end Winter 2017.	June 2016
2	Complete hire process for two (2) Campus Safety Officer II positions. CCSP 2.2; EFMP pg. 331	Supervisor and Vice President of Student Services	Completed	June 2016
3	Purchase new Campus Safety Vehicles CCSP 2.2	Supervisor and Lead Officer	Completed	December 2015
4	Campus Safety Mobile App CCSP 4.1	Supervisor and Vice President of Student Services	Completed	December 2015
5	Improve emergency communication by implementing blue light Emergency Phones on campus and voice recording availability on Campus Safety office phones (dispatch). CCSP 4.1	Supervisor and Vice President of Student Services	In progress – A plan has been generated to encompass implementation over a five year period. Year one install ten phones at various locations covering the interior of campus. Locations have been identified to include high visibility, location of existing power, and outdoor lighting. Year five will include additional phones in parking lots and campus perimeter (if needed). Two vendors have been contacted. A vendor met with Campus Safety and TeCS to provide an overview of their equipment and possible solutions. Current Campus Safety office phones are capable of recording; however the phone models may change due to a campus wide phone project. The goal is to get better model and pricing information once the campus phone project is complete.	June 2016

5. 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), CCSP Annual Implementation Plan (AIP) item, and/or the Educational Facilities Master Plan (EFMP) goal, using the following format.

Examples: CCSP 5.3, AIP 5.1.2, and/or EFMP pg. 361

	New Recommendation/ Goals 2016-2017	Person(s) Responsible	Estimated Completion	Budget Priority
1 st	Computer Aided Dispatch (CAD) / Record Management System (RMS) CCSP 6.2; EFMP pg. 331	Supervisor, Operations Assistant, Program Assistant, and Vice President of Student Services	December 2016	2
2 nd	Improve emergency communication by implementing blue light Emergency Phones on campus and voice recording availability on Campus Safety office phones (dispatch). CCSP 6.2	Supervisor and Lead Officer	December 2016	2, 3
3 rd	Department Restructuring. Renaming positions to be aligned with other college/university campus law enforcement hierarchy. Ex: Chief, Deputy Chief, Sergeant, Corporal, Officer. CCSP 6.2 and 6.1	Supervisor, Vice President of Student Services, Director of Human Resources	June 2017	2, 3
4 th	Complete hire process for one (1) additional Campus Safety Program assistant. CCSP 6.2; EFMP pg. 331	Supervisor and Vice President of Student Services	June 2017	2, 3
5 th	Clergy Act training and Title IX training for all permanent Campus Safety personnel. CCSP 6.1	Supervisor, Lead Officer, Officer	December 2016	1, 2, 3
6 th	Conduct a Campus Climate Survey. AIP 6.1.1	Supervisor, Vice President of Student Services, Title IX Coordinator, Office of Institutional Research	June 2017	1, 2, 3
7 th	Create an Emergency Preparedness Task Force. AIP 6.1.2	Supervisor, Risk Management Supervisor	December 2016	2, 3
8 th	Continue to provide emergency preparedness workshops and trainings for students and employees and encourage faculty to devote class time to go over emergency response procedures with their students within the first two weeks of class. CCSP 6.1, 6.2	Supervisor, Lead Officer	Ongoing	2, 3
9 th	Review and evaluate campus-wide emergency notification systems and continue to implement the District standard door locking mechanism by replacing existing classroom and office doors. AIP 6.2.1, 6.2.5	Supervisor, TeCS, Director of Facilities	June 2017	2, 3

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
Department of Campus Safety	Completed	In Progress	Not yet begun
EFMP – 1 Research the cost and feasibility of online purchasing and printing of parking permits	X		
EFMP – 2 Create a parking department to better address special event requirements and parking citations.		X	
EFMP – 3 Research the cost and effectiveness of automated citing machines and parking permit dispensers with debit/credit card capability.	X		
EFMP – 4 Examine software specific to incident reporting.	X		
EFMP – 5 Provide an online link for students to access the rules of student conduct.	X		
EFMP – 6 Develop an outreach program to make the campus and community aware of campus safety services.	X		

6. Resources Requested:

Prompt: All requests should be linked to new recommendations (above). Include the reference number in the "Discuss impact on goals / SLOs" field below. Use the Link to Planning Key found on the General Budget Guidelines page to complete the Link to Planning column.

Department of Campus Safety

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
Program Assistant – 49% (1)	<p>Goal: Complete staffing needs to assist with shift coverage and provide a safe and secure campus for students, faculty, visitors, and staff.</p> <p>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.</p> <p>New recommendation #4</p>	Salary \$1,453 Benefits \$312 Health \$ -0- <hr/> 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	Goal: The Clery Center for Security On Campus is the nonprofit leader in Clery Act compliance training. Designed by a multidisciplinary team of	\$475 each for in person training;	1, 2, and 3	CCSP 6.1, 6.2

Security On Campus	<p>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:</p> <ul style="list-style-type: none"> • 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) <p>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.</p> <p>New recommendation #5</p>	\$195 each for online training		
Online Title IX training provided by the National Center for Higher Education Risk Management (NCHERM)	<p>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 trained in these areas.</p> <p>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.</p> <p>New recommendation #5</p>	\$349 per 90 min online training	1, 2, 3	CCSP 6.1
Extensive Report Writing for officers course	<p>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 Police Officers Standards and Training Learning Domain 18: Factual, Accurate, Clear, Concise, Complete, and Timely (CA. POST LD 18: FACCCT), based report writing.</p> <p>Impact: Improved report writing will enhance safety by reducing the time officers spend writing reports thereby allowing them to be out on patrol. Clear, concise, fact-based reports assist in potential litigation.</p> <p>New recommendation #N/A</p>	\$600 for up to 15 Campus Safety personnel, per 4 hour training session.	2, 3	CCSP 6.2
Perishable Skills Training	<p>Goal: The primary focus of this course is refreshing officer's baton, Oleoresin Capsicum (O.C. – "pepper spray") and handcuffing skills. Use of force theory and practice are also</p>	\$600 for up to 15 Campus Safety personnel, per	2, 3	CCSP 6.2

	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 community. New recommendation #N/A	4 hour training session.		
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Facilities (Facilities)

Describe repairs or modifications needed and location	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Upgrade Campus Safety Office Lobby Window	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 the 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 #2	\$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 incident reports 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 campus patrolling. 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	<p>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.</p> <p>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.</p> <p>New recommendation #N/A</p>	\$2,000	2, 3	CCSP 6.2
Handcuffs	<p>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. Campus Safety Officers receive their handcuff training from the Police Officer Standards and Trainings (POST) certification via police academies.</p> <p>Impact: The equipment will assist officers in continuing to provide a safe and secure learning environment.</p> <p>New recommendation #N/A</p>	\$45 x 15 = \$675 x 9% sales tax = \$736	2, 3	CCSP 6.2
<p>Oleoresin Capsicum (O.C.) "pepper" spray delivery via the Pro Guardian 8 (G8) V2 Enhanced Non-Lethal Defense devise</p> <p>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.</p>	<p>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.</p> <p>Impact: The Pro Guardian 8 (G8) V2 provides officers a non-lethal O.C. delivery device that protects their safety, while alerting dispatch and capturing an audio and video recording of their interaction with a dangerous subject.</p> <p>Key features include:</p> <ul style="list-style-type: none"> - 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. 	\$275 x 10 = \$2,750 x 9% sales tax = \$2,998	2, 3	CCSP 6.2

	<ul style="list-style-type: none"> - 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. <p>New recommendation #N/A</p>			
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Supplies (Division)

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