

Golden West College
INSTRUCTIONAL PROGRAM REVIEW
Spring

2016 Division Name: Public Safety

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NON-INSTRUCTIONAL PROGRAM REVIEW PROMPT

PROGRAM INFORMATION:

Assume the reader doesn't know anything about your program/department. Briefly describe your department and how your department supports one or more of [Golden West College's mission and goals](#). **This description will likely be used on your department's website.**

The Golden West College Public Safety Department provides the campus community with public safety services performed by onsite personnel 24 hours a day, seven days a week. Golden West College employs well-trained and experienced public safety officers with specific training in campus safety, emergency preparedness, crime prevention and parking regulation and enforcement. The Public Safety Office is staffed by experienced and knowledgeable personnel tasked with maintaining the day to day operations of the department to assist students, faculty and staff.

The department serves our students, faculty, staff and visitors by maintaining the highest level of campus safety. This is accomplished by continual uniform patrol of the campus and parking lots, response to routine as well as emergency calls, the investigation of suspicious individuals or situations and the proper documentation of all incidents. The department is also tasked with preparing the campus for man-made and natural disasters through careful planning, ongoing training and exercises. The department employs full-time campus safety officers to patrol and protect the campus when classes are in session. Officers are on duty 24/7 and also support the weekend Swap Meet with part-time officers.

The department supports the campus Goal 3b specifically by providing a safe campus environment for student learning.

Program Contributions: Describe how your department contributes to the campus. Consider areas such as diversity, campus climate, student success, campus processes, student support, and other college goals below.

The Public Safety Department is essential to maintain the safety and security of the campus. The department personnel directly assist students with routine activities such as unlocking car doors, jump-starting their vehicles, escorting them to their cars, transporting them to the Health Center when necessary and other tasks. The officers provide support for faculty members by unlocking classroom doors, responding to calls for assistance and others. The department reflects the campus culture by having both male and female officers who are racially diverse (Asian, Hispanic and African

American) who speak a variety of languages including Vietnamese, Cambodian, Spanish, German, French and Farsi.

College goals (check all that apply):

- Institutional Mission & Effectiveness
- Instructional Programs
- Student Support Services
- Library and Learning Support Services
- Student Engagement
- Student Equity
- Human Resources
- Facilities & Campus Environment
- Technology
- Fiscal Resources
- Planning Processes
- District Collaboration
- Community Relations
- Business, Industry, Governmental Partnerships

External Requirements: Indicate any requirements that are imposed on your program/department by the state, federal regulations, or other external accrediting bodies (If applicable).

The department is required to maintain crime statistics, a daily crime log and produce a highly-complex Annual Security Report. This is mandated by both the California Education Code and the U.S. Department of Education regulations. The department must also comply with the California Penal Code and other state regulations in maintaining written procedures and a Memorandum of Understanding with local law enforcement agencies. The department also has to comply with Title IX requirements. The department as part of the District Police Department has to comply with the Orange County 800 MHz Governance Committee and the California Department of Justice for the California Law Enforcement Telecommunications System regulations and the Federal Bureau of Investigation.

REVIEW OF LAST CYCLE PROGRAM REVIEW

Provide assessment of your previous program review initiatives. Summarize any accomplishments that your program/department achieved. (2 pg limit) [Link to Previous Program Review Reports](#)

The department has been staffing Swing Shift (afternoons) with part-time officers which results in up to ten officers working each week. This does not provide the level of consistency the campus needs. As of March 2016 the department has received approval to hire two new full-time officers for this shift. The officers have been identified and will begin in April. The department has just moved into a new Public Safety building that was designed to better serve the campus community and provide the necessary offices to the department staff. The new building includes a conference room that also serves as the campus Emergency Operations Center. The facility and equipment will allow the campus leadership with the facility and equipment to properly respond to campus emergencies. The department has recently replaced the three (3) old patrol vehicles and leased three new cars. Each is now equipped with the proper emergency light bar, air horn and public address loudspeakers. The department has continued to schedule and provide on-going biannual in-service training for the officer from all three campuses. The District PD has purchased twelve (12) “800 MHz” radios that are part of the Orange County Law and Fire Authority. The radios will allow the district office and all of the campus locations to communicate with each other in the event of an emergency where other means of communications are compromised or not functional. The District PD is also in the process of obtaining connectivity with the California Law Enforcement Telecommunications System through the California Department of Justice. This system will allow access to law enforcement sensitive data for use by public safety and the Behavioral Assessment Teams from all three colleges. The department acquired the services of a consulting firm to review and update all three college’s Annual Security Reports for compliance with federal Clery regulations. The department is also working with a consultant to update the campus’s Emergency Operations Plan at all three colleges. The department has finalized the campus-wide security project elements and will be selecting an integrator to install the equipment which includes 85 new exterior CCTV cameras, access control systems for a majority of the classrooms, “Blue-light” emergency wall phones and phone towers in the parking lots and panic buttons at specific counters. The department has worked with the Administrative Vice-Chancellor’s office to schedule on-going district-wide meetings with the Administrative Vice President and the Public Safety Director from all three campuses. This group will discuss options such as utilizing a common software system for crime reports, lost/found, officer schedules, Clery data, and others. This committee will also consider other coordination options such as using electronic equipment for issuing parking citations. Using the District-wide Police Department as a foundation, the Public Safety Departments at all three colleges can utilize the “best practices” method to increase effectiveness and efficiencies and to reduce costs.

SWOT ANALYSIS

Strengths:

- What does your program/department do well?

- What do you believe your students, potential employers, or transfer institutions see as your program's/department's strengths?

The department has developed into a more inclusive and responsive organization. The campus' level of support for public safety has continued to increase and the department enjoys a higher level of professional reputation. The campus sees the department as more professional with a higher caliber of personnel.

Weaknesses:

- In what areas does your program/department need to improve?
- What are your program's/departments immediate needs?
- What limitations or barriers is your program experiencing?

The department's weakness was in the area of equipment and staffing. These have both improved and are no longer a weakness. The department remains poorly funded or "improperly" funded. The department is funded primarily through the sale of student parking permits. The economy has directly affected the number of student parking passes that are purchased each year. As the number of students decreases, the amount of funds decreases. This impacts the department as the level of staffing and routine obligations does not decrease. The department has continued to maintain the level of officer staffing at a minimum to preserve campus safety and security while keeping costs to a minimum.

Opportunities

- What opportunities exist for your program/department?
- What opportunities exist that may allow your program/department to expand/improve on efficiency?
- What external funding opportunities are available for your program/department? (If applicable)
- What partnerships/collaboration (internal, district-wide, external) can be established or expanded to the benefit of your program/department?

The department has been successful in revising the board policies relating to parking enforcement and regulations. In 2015 the Board of Trustees approved an increase in the parking violations fines from \$27.00 to \$35.00. This increase was allowed as the average of the local colleges is approximately \$40.00 - \$45.00 and complies with the California Vehicle Code Section 40203.5(a) that states "agencies within the same county shall standardize parking penalties." The department was also able to increase the daily parking permit cost from \$2.00 per day to \$3.00 per day. The District PD established improved working relationships with each of the six police departments within our district community area. The District PD has obtained updated Memorandums of Understanding from each of the police departments where our district has campus facilities.

Threats/Challenges

- What challenges exist for your program/department?
- What budgetary constraints is your program/department facing?
- Are there upcoming changes to state and federal regulations that will impact your program? Elaborate.

The department continues to face challenges in the area of funding, equipment, coordination between the other district public safety departments and in new legislative requirements. During 2015 two new bills from the California State Assembly and Senate made significant changes to our annual security report requirements. The federal changes to the “Violence Against Women’s Act” mandated additional significant changes. These now require a total of 96 separate policy statements that must be included in the Annual Security Report. The department lacks the support staff to complete these intricate documentations of policies and statistics. Other campuses have administrative support personnel who are responsible for these tasks.

PROGRAM DATA AND ANALYSIS

Measures of Scope of Program (Who does your department serve? How many do you serve?)

- Student Number of Students Served: Entire Student Body
- Faculty Number of Faculty Served: All Faculty members
- Staff Number of Staff Served: All campus staff members
- Managers Number of Managers Served: All campus managers

Public Safety serves the entire campus community by providing services that include issuing parking permits, campus keys, conducting parking enforcement, unlocking doors for students, staff and faculty, responding to routine and emergency calls, conducting investigations and filing reports and a myriad of other services.

Measures of Effectiveness/Customer Satisfaction?

- What type of data did you use to measure customer satisfaction? Provide your analysis of the data.

The department has relied on the campus-wide surveys that have indicated a positive level of support and satisfaction for the department.

- What type of data did you use to measure departmental accomplishments? Provide your analysis of the data

Measures of Efficiency/Productivity

- What type of data did you use to measure improvements in efficiency and productivity? Focus on:
 - o Time
 - o Personnel
 - o Other Resources

The department has reviewed data to modify the monthly schedule to better deploy the officers. We have eliminated the evening parking enforcement position as it was not cost effective. P/T officers that staff the parking enforcement positions have been trained on the new electronic equipment and those few who failed to meet performance standards have been terminated. The schedule of the officers and office staff have been modified to meet minimum staffing standards to safely protect the campus and to staff our front counter during office hours. The department has been successful in increasing the district parking fines to provide additional funding that assisted in obtaining two full-time officers to staff the Swing shift.

Review of Budget/Expenditures

Provide a breakdown of your allocated budget and actual expenditures

(Please summarize here and provide excel spreadsheet of your budget as an attachment)

The department has historically been funded by the revenue from the sales of Student Parking Passes. In previous years this may have been sufficient but as the number of enrolled students has dropped and students have begun taking alternative methods of travel to the campus the number of passes being sold has declined. The department also is partially funded by the revenue from the coin parking meters and the daily parking pass machines. In 2013 the campus added 58 coin parking meters to allow for short-term parking and to gain the revenue. The cost for the daily parking passes were increased from \$2.00 to \$3.00 per day. The department reduced costs by moving off a parking citation system that involved two separate companies and migrated to one. The department stopped renting the old parking enforcement equipment and purchased our own devices which reduced costs by several thousand each year. The department should be funded based upon the staffing and equipment needs to better create a more reliable funding level.

PROGRAM PLANNING

Based on your analysis of previous program review and current data/information:

- **What does your program want to accomplish in the next three years?**

The department plans on fully establishing the District PD's capabilities using the 800 MHz radios and CLETS system to better serve the campus in the event of an emergency. The department plans on having an active CLETS connection to provide vehicle registration, driver's license data, criminal history, weapons registration and

other data to the officers and BAT teams when needed. The 800 MHz radios will be assigned to all 3 colleges and the District office for use when appropriate. The department plans on transitioning from separate and paper-only systems to a district-wide use of Report Exec software for use in a central report writing database, lost and found system, officer scheduling, and the additional modules. The department plans on increasing the number of training days for the officers from two per years to three.

- **What areas does your program plan to improve?**

The department plans on increasing the consistency of coordination between shifts. With the two new full-time officers staffing Swing Shift, it will allow for a consistent hand-off of daily operations between the same officers five days per week. The previous use of P/T officers resulted in 40 shifts per month being staffed by different P/T officers and there was no consistency between Day shift to Swing shift. The department (District PD Chief) will be chairing a district-wide Security Task Force made up of various stakeholders to determine the security issues facing the three colleges and available options to improve security and safety.

- **What specific actions will you take to improve upon those areas?**

The actions taken will be directly related to the issues identified by the new Security Task Force that was established by the Chancellor to begin on April 8, 2016. Issues that are identified will allow for a coordinated response and approved actions will be taken.

- **How will you assess whether your program has accomplished those goals?**

Additional surveys to the campus communities at all three colleges.

RESOURCE ALLOCATION

In order to accomplish those goals, what resources do you need? You will need to fill out the resource request forms and include them with your Program Review Report. [Link to resource request form.](#)

No additional staffing or equipment is requested at this time.

- Staffing
- Facilities
- Technology
- Equipment
- Funding for Professional Development