

ADMINISTRATIVE SERVICES, STUDENT SERVICES AND PRESIDENT'S CLUSTER ANNUAL PROGRAM PLAN WORKSHEET

Program: Public Safety

Planning Year: 2018

Last Year CPPR Completed: 2013

Unit: Public Safety

Cluster: Administrative Services

Please complete the following information. Please note that responses are not required for all elements of this document.

I. GENERAL PROGRAM INFORMATION

A. Describe changes to program mission, if applicable.

Public Safety's mission remains unchanged, however point #4 was added to reflect responsibilities not captured in other areas:

- 1. To ensure a safe environment for staff, students, and community members as assessed by the Annual Security Report (Clery Act)
- 2. To provide required, current, timely, and effective emergency training and coordination assessed against state mandated regulations and the expressed needs of the campus community
- 3. To provide safe, accessible, and organized parking as determined by traffic patterns, insurance claims, and staff/student needs
- 4. To assist campus, staff, students, and visitors with information requests and communication through administration of the campus telephone system

B. Describe any changes in primary relationships, internal and external, to the District.

- Internal relationships remain unchanged.
- Our department joined the International Association of Law Enforcement Administrators (IACLEA) this year. The Chief, Sergeant, and Senior Officer all have access to ongoing training, educational, and case law updates that are directly relevant to campus law enforcement.
- The Senior Officer, as the department's training manager, was assigned to the central coast chapter of the California Association of Police Training Officers (CAPTO). Through this group, the department has access to regional training resources in both San Luis Obispo and Santa Barbara counties.

C. List any changes to program service, including changes and improvements, since last year, if applicable.

1. (Safe Environment)

- We secured a grant allowing the purchase of high-threat response ballistic vests, which will allow Police Officers to have advanced protection in the event of an active shooter situation.
- We secured a grant allowing the purchase of 7 new Automated External Defibrillators (AED). The AEDs were installed in high traffic areas of both the San Luis Obispo and North County Campuses, allowing greater access to critical life-saving equipment for our college community.
- We secured 6 surplus semi-automatic rifles from the San Luis Obispo County Sheriff's Office and upgraded each of them to current law enforcement standards. This will allow our Police Officers to respond to school-based threats with comparable and up to date firearms technology.

2. (Emergency Training)

- We refined and updated the comprehensive campus safety training, known as "Campus Safety 101", to incorporate greater relevance for students. This allowed us to present to several student groups this past year including the Zoom program, the ASCC student board, and the student math tutors.
- Public Safety was incorporated into the "Connect at Cuesta" fall student orientations to provide a basic overview of campus safety services
- We contracted with two outside agencies to host training for both law enforcement and administrative personnel in the areas of active shooter response and diversity issues.

3. (Organized Parking)

The department renovated its parking enforcement procedure for public safety officers, providing more efficient coverage of campus parking lots.

The department updated the procedures for parking permit requests to ensure a more accountable delivery of services with less opportunity for failure

4. (Campus Telephone System)

- Public Safety consolidated the position and duties of campus operator with that of the police dispatcher, creating a single hub for campus communication at the SLO campus police building.

- D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.
- Public Safety updated policy and procedures for juvenile detentions to incorporate current law and standards for reporting.
 - Public Safety created new policy for “rapid team deployment” that incorporated current SLO county protocols for response to an active shooter situation or other violent threat.
 - Public Safety updated training for all sworn officers in diversity issues to comply with state law.
 - Public Safety added an internal instructor position in arrest and control tactics to ensure more frequent training and compliance with current standards for law enforcement personnel.

II. ANNUAL PROGRAM SUPPORT OF DISTRICT’S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES

- A. Provide updates, if any, in how your program addresses or helps to achieve the District’s Mission Statement in the last year.
- Public Safety supported the district’s mission of being an inclusive institution by hosting updated law enforcement training in January of 2018 for both Cuesta Police personnel and outside agencies in diversity issues and racial bias.
 - Public Safety supported student success through collaborative outreach to all students with the Associated Students during the fall semester of 2017.
- B. Provide updates, if any, to how your program addresses or helps to achieve the District’s Institutional Goals and Objectives, and/or operational planning initiatives in the last year.

Institutional Goal 5: San Luis Obispo County Community College District will strengthen its partnerships with local educational institutions, civic organizations, businesses, and industries.

- Public Safety developed a new partnership with the Hearst Cancer Resource Center in San Luis Obispo for a breast cancer fundraising campaign called the “Pink Patch Project” in October of 2017.
- Public Safety strengthened its partnership with the Associated Students of Cuesta College through collaborative outreach events during the early part of fall semester.
- Public Safety strengthened its partnership with SLO county Special Olympics by hosting an on-campus fundraising lunch during April of 2017.

III. ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the [SLOCCCD Institutional Research and Assessment website](#). Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the data below.

A. Data Summary

- Describe data collection tool(s) used.

Our primary data collection tool is the Annual Security Report [ASR]. The ASR compiles the previous 3 years of crime statistics from all District property and those properties with official use agreements with the District. The ASR also compiles existing safety and security programs that are part of the San Luis Obispo Community College District. The ASR is compiled every year and distributed to the entire campus community on October 1st, in compliance with the Jeanne Clery Act.

The secondary data collection tool is the department's internal computer database which documented all calls for service and reported incidents to the department. This tool was not previously included in the APPW process but was added this year due to the expanded data that the computer system collects which is not included in the ASR.

- Include updates to program data results from the previous year, if any.

Data collected for 2016, the most recent year referenced in the current Annual Security Report, shows a significant decline in overall crime statistics for Cuesta College. A total of **6** incidents occurred during the 2016 year which were reportable under the Clery Act. This is compared to a total of **14** reportable incidents within the 2015 calendar year. This figure denotes all significant crimes, referrals, or arrests that occur and represents an overall reduction of 57% in reportable crime under the Clery Act.

The specific results are as follows:

- Drug related incidents went from **10** in 2015 to **2** in 2016.
- Weapons related incidents went from **2** in 2015 to **2** in 2016
- Stalking related incidents went from **0** in 2015 to **2** in 2016
- Motor Vehicle thefts went from **1** in 2015 to **0** in 2016
- Aggravated Assaults went from **1** in 2015 to **0** in 2016.

Data from the department's computer database shows the following data in relation to the following categories for the 2017 year:

Traffic Safety:

- 40 Traffic collisions
- 19 Misdemeanor hit and run traffic collisions
- 276 Traffic Stops/Violations
- 92 Traffic citations
- 15 Citations for distracted driving

Vandalism:

- 27 Reports (includes graffiti and other damage to district property)

Theft:

- 10 Reports of theft

Parking Machine Malfunctions:

- 169 Reports (includes both user errors and technical malfunctions)

B. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.

The reduction in reportable criminal incidents during the 2016 year can be partially explained by a data collection improvement that Public Safety put in place during the latest ASR report. Previously, all reported violations from off-site Cuesta College venues such as Nipomo High School were included as part of Cuesta's statistics. This past year, only violations from the specific locations at those venues where Cuesta has use agreements were reported. This resulted in a reduction of overall reported incidents at both the Arroyo Grande and Nipomo High School locations where Cuesta College has agreements for use.

The overall reduction in reportable criminal incidents is difficult to attribute to any one factor. Many issues can affect overall crime such as college population demographics, societal trends, and legislative and political changes outside the department's control. However, the consistent visibility and proactive education and enforcement strategies in public safety positively contribute to a sense of safety and deter crime.

Public Safety's expanded outreach to students at campus events, safety presentations during orientations, and increased safety messaging on social media has positively impacted the visibility and deterrence value of Public Safety. Many more students and staff are aware of services and receive public safety messages through these efforts.

Additionally, the department continues to collaborate with Student Services, Faculty, and Campus Mental Health resources on the Student Incident Response Team (SIRT). This multi-disciplinary team seeks to intervene in behavioral issues before these incidents result in discipline or criminal prosecution. The success of these efforts has enabled many students in this process to avoid disciplinary consequences.

- Identify areas if any that may need improvement for program quality and growth.

Domestic & Dating Violence/Stalking/Rape: While only two incidents of stalking were reported to Public Safety during the 2016 year, it is a known fact that incidents of domestic and dating violence, stalking, and rape are underreported. Additionally, the department is aware that several Cuesta College students have been recent victims of this violence away from campus in the surrounding community, which is not reported in our crime statistics.

Traffic Safety: The statistics for traffic safety trends at Cuesta College's campuses represent an emerging priority for the department in the coming years to further promote a safe learning environment. Distracted driving, proper reporting of traffic collisions, and overall driver safety continue to be safety issues for Cuesta College. Due to limited resources, along with equipment and technology needs, full attention has not been given to these traffic safety issues.

Surveillance: Many reports of vandalism are attributed to graffiti inside restroom facilities. Due to appropriate privacy laws, Public Safety is not able to address those incidents through proactive enforcement measures. Some vandalism reports, however, and many reported thefts occurred in outside areas of campus such as parking lots that are not currently protected by any active surveillance system.

Parking Technology: Despite upgrades to some of the permit machines the previous year, much of the permit machine technology is old and maintenance issues and breakdowns of the machines are commonplace. Additionally, the user interface is not intuitive, leaving many parking customers frustrated

- Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the Resource Plan Worksheets.

**These 3 recommendations continue from the 2017-2018 APPW due to continued need.*

1. As the North County Campus expansion continues with the addition of the campus center, the presence of one sworn District Police Officer assigned to the NCC campus is no longer adequate to provide sufficient public safety coverage. To continue the trend of effective crime deterrence and response, the department needs to add one sworn Officer position to expand front line coverage and delivery of public safety services.

2. Currently, the SLO campus and NCC campus public safety staffs operate semi-independently of one another, due to their geographical separation. This prevents direct radio communication; forcing NCC staff to rely on cellular telephone communication. The NCC campus should be connected to the SLO campus using updated radio communication technology, allowing more effective communication between the two campuses and a more unified public safety department.
3. Reported hit and run traffic collisions, thefts from vehicles, and some vandalism reports to outside areas of campus could be reduced or deterred through the implementation of a surveillance camera system in strategic areas, such as campus parking lots. This system would also allow Public Safety to have a valuable investigative and intelligence tool in the event of a major incident or crime on campus.

**These next recommendations are new for the 2018-2019 APPW process.*

4. Public Safety needs greater collaboration and outreach in the area of dating and domestic violence prevention. This could be accomplished through in-person presentations, hosted training through an outside expert, informational resources and/or campaigns, or other methods as deemed appropriate.
5. To promote greater awareness of traffic safety, public safety should expend greater personnel resources toward driver safety. This would include increased enforcement efforts, educational campaigns, and the acquisition of technology which would enhance traffic safety, such as radar devices, stationary speed signs, and informational resources that would help promote driver safety awareness.
6. Public Safety should renovate all parking machines within the next 1-2 years to provide better delivery of parking services. All replacement machines should have credit and smartphone payment available, along with traditional payment forms like coin and currency.

IV. ANNUAL PROGRAM OUTCOMES (ASOs AND SSOs), ASSESSMENT AND IMPROVEMENTS

Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

- A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

Public Safety will ensure a safe environment for staff, students, and community members as assessed by the Annual Security Report (Clery Act) (ASO3)

- According to the 2017 Annual Security Report, reportable crime incidents are down by 57%. This indicates our overall success with ensuring a safe environment

Public Safety will provide required, current, timely, and effective emergency training and coordination assessed against state mandated regulations and the expressed needs of the campus community (ASOs 3 & 7)

- We refined and updated “Campus Safety 101” training for students.
- Public Safety presented safety training at the “Connect at Cuesta” fall student orientations
- We contracted with two outside agencies to host law enforcement and school official training in the areas of active shooter response and diversity issues.

Public Safety will provide safe, accessible, and organized parking as determined by traffic patterns, insurance claims, and staff/student needs (ASOs 3, 4 & 6)

- The department renovated its parking enforcement procedure for public safety officers, providing more efficient coverage of campus parking lots.
- The department updated the procedures for parking permit requests to ensure a more accountable delivery of services.

B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the Resource Plan Worksheets and review the Resource Allocation Rubric.

Public Safety will ensure a safe environment for staff, students, and community members as assessed by the Annual Security Report (Clery Act) (ASO3)

- The department needs an additional sworn Police Officer position to expand front line coverage and delivery of public safety services at the North County Campus. This will facilitate a continued trend of effective crime deterrence and response.
- The NCC campus should be connected to the SLO campus using updated radio communication technology, allowing more effective communication between the two campuses and a more unified public safety department.
- A surveillance camera system implemented in strategic areas of campus will help Public Safety deter and hopefully reduce crimes such as hit and run collisions, vandalism, and thefts. This system would also allow Public Safety to have a valuable investigative and intelligence tool in the event of a major incident or crime on campus.

Public Safety will provide required, current, timely, and effective emergency training and coordination assessed against state mandated regulations and the expressed needs of the campus community (ASOs 3 & 7)

- Public Safety will conduct greater collaboration and outreach in the area of dating and domestic violence prevention. This could be accomplished through in-person presentations, hosted training through an outside expert, informational resources and/or campaigns, or other methods as deemed appropriate.
- Public Safety should conduct updated Emergency Operations Training at both campuses to facilitate emergency preparation
- Public Safety should enhance current safety training to include traumatic injury response.

Public Safety will provide safe, accessible, and organized parking as determined by traffic patterns, insurance claims, and staff/student needs (ASOs 3, 4 & 6)

- To promote greater awareness of traffic safety, public safety should expend greater personnel resources toward driver safety. This would include increased enforcement efforts, educational campaigns, and the acquisition of technology which would enhance traffic safety, such as radar devices, stationary speed signs, and informational resources that would help promote driver safety awareness.
- Public Safety should renovate all parking machines within the next 2 years to provide better delivery of parking services. All replacement machines should have credit and smartphone payment available, along with traditional payment forms like coin and currency.

V. ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

- A. Regulatory changes
- B. Internal and external organizational changes
- C. Student and staff demographic changes
- D. Community economic changes – workforce demands
- E. Role of technology for information, service delivery and data retrieval
- F. Providing service to multiple off-campus sites
- G. Anticipated staffing changes/retirements

- An ongoing challenge to Public Safety is providing consistent delivery of public safety services at both the SLO campus and NCC campuses as a result of measure L

improvements and anticipated program expansion. Public Safety can adequately staff SLO campus with sworn Police Officers at this time, however, the same cannot be said of the North County Campus. Only one sworn Officer is assigned at NCC, resulting in limits to sworn Officer coverage during the school week. A second Police Officer position is necessary to provide adequate front-line law enforcement services to the NCC community.

- Ongoing changes to Federal and State laws have increased the difficulty for Police Departments to maintain an updated policy and procedures manual. Currently, Cuesta College Police self-maintains a policy manual that is unable to fully address the rapid and complex changes to case law and procedures. It is necessary to update our policy manual to a subscriber service known as (Lexipol) so that we will operate in a similar manner to SLO county agencies and stay relevant and compliant with new laws.
- Modern policing and legislative mandates have greatly increased the demands for ongoing police training. Cuesta College Police does not have an adequate training budget to stay compliant with these training needs. Increased revenue or allocation of funds will be needed to maintain proficiency in training.
- Declining college enrollment and increases to retirement funding have created budget shortages that cannot be addressed with minor changes to expenses or without unacceptable cuts to public safety services. Public Safety will need to explore revenue generation proactively, such as increases to parking fees, to avoid a financial problem in the future.

VI. OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your Resource Plan (formerly called the Unit Plan). These elements will be reflected in the District planning and budget process.

Elements:

A. Personnel

- The addition of 1 full-time sworn Police Officer assigned to the North County Campus to augment the coverage of the currently assigned Officer.
- The addition of 1 full-time Public Safety Support Assistant assigned to the office at the North County Campus. As the NCC campus expands, the administrative requirements of this office will also expand.
- The addition of \$5000 annually to the department's existing training budget to assist the department in maintaining proficiency in all areas of mandated training.
- The conversion of the Public Safety Support Position at SLO from 11 months to 12.

B. Equipment/furniture (other than technology)

- 8 semi-automatic handguns to replace aging firearms for all sworn officers. Current firearms are reaching the useful end of their service life (15+ years). This equipment is critical and must function without fail.
- 8 Ballistic Helmets to protect Officers during a high-threat response. Currently, Officers only have non-ballistic riot helmets.
- Trauma/Bleeding Control kits. These kits (both mounted and mobile) would contain bleeding control first aid kits for both Officers and the college population in the event of a mass trauma.
- 2 emergency generators. 1 for SLO campus and 1 for NCC. This would allow for Emergency Operations Center functionality during extended power outages or other natural disasters. These could be building mounted at strategic locations or towable based on need.

C. Technology

- Electronic “Lexipol” Policy Manual. We are the only agency in the county currently operating on a self-maintained policy manual, which is more difficult to keep in compliance.
- Dispatch radio link with North County Campus and console upgrades. Currently, our SLO campus and NCC campuses can only talk to each other via cell phone technology that is slower and does not provide “real time” monitoring. This link will allow the two campus radio systems to function more efficiently as a single unit of public safety.
- 2 mobile data computers to allow Officers field access to law enforcement databases. Computers in the field will be able to access criminal record, vehicle record, and other important law enforcement databases
- Security Camera system for both campuses. Due to the frequency of traffic collisions and other potentials of theft from vehicles, Public Safety would benefit from a parking lot based “perimeter” system to serve as both a deterrent and an electronic witness to criminal behavior.
- Radar speed devices, both handheld and mounted for traffic safety.
- New parking permit machines for both campuses. All machines are older technology and breakdowns are frequent.

D. Facilities

- Security camera system for both public safety offices. Currently, the SLO campus public safety office has an older security camera system that does not adequately cover the entire building, and the new NCC campus office will have no security system at all. These offices store critical equipment that must be protected against theft at all times.
- New SLO campus Public Safety Office. Existing temporary buildings are aging, carpet and walls are in poor condition, furniture is mismatched, and space is very limited. A complete renovation or new location is necessary for the future of Public Safety.

SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
------------------------------	-----------	------

Name	Signature	Date
------	-----------	------

Name	Signature	Date
------	-----------	------

Name	Signature	Date
------	-----------	------

Name	Signature	Date
------	-----------	------

Name	Signature	Date
------	-----------	------

Name	Signature	Date
------	-----------	------

Name	Signature	Date
------	-----------	------

Name	Signature	Date
------	-----------	------