



Rancho Santiago Community College District District Services Administrative Unit Review

District Safety & Security

2013-2015

I. Department Mission Statement: (Please provide a mission statement for your unit.)

The mission of the District Safety and Security Department of the Rancho Santiago Community College District (RSCCD) is to serve and protect the people and property at all district locations to ensure a safe and secure educational environment that encourages personal and intellectual growth.

II. Functions and services: (Please provide the basic functions and services for your unit.)

Using a community policing model, officers work with the college community to solve problems and create a safe learning environment.

Officers patrol campuses effectively and visibly to deter crime and to be available to provide customer orientated services to students, staff and visitors.

Respond to serious incidents and emergencies, providing first aid to injured or ill persons.

Respond to criminal incidents and other disruptive events rapidly and appropriately, making efforts to restore a peaceful environment.

Request help from local law enforcement agencies when necessary.

Maintain accurate documents, records and reports about incidents, crimes, emergencies and daily activities.

Enforce parking and traffic regulations on campus to prevent accidents and ensure pedestrian and vehicular safety

Address student disciplinary problems and to prevent potentially violent activities with student services staff.

Monitor fire and life safety alarms systems and intrusion alarm systems to ensure proper functioning and to ensure timely response to alarm activations.

III. Customers and recipients of services: (Who are the customers/recipients of your services?)

Faculty, staff, students and visitors on campuses.

IV. Staffing: (Please summarize the status of your staffing since the last planning cycle and concerns.)

Since our last planning cycle the staffing levels have remained static, due to budget constraints. When vacancies have taken place the positions have always been filled as soon as possible. Including managers we have 18 full time employees, consisting of 3 supervisors, 2 dispatchers / clerks and 13 full time officers. There are also 17 part time officers and 5 reserve officers contributing for a total of 40 staff for all campuses and centers. These staff patrol the campuses, Continuing Education sites and provide administrative support for the department. The Staff at SAC operate on a twenty four hour seven days a week basis, providing coverage to the whole District on the graveyard shift. SCC operates from 7 am to 11 pm providing coverage seven days a week for 16 hours a day. As SCC has expanded, with new buildings, many sporting events, and increases in the number of students it is anticipated that there is need for twenty four hour seven days a week coverage at that site. Also as a result of this expansion the amount of calls for service have increased dramatically and the recruitment of a full time dispatcher / clerk is required as well. The continuing education sites, at CEC and OEC, have security present when our staff are present or classes are in session. This equates to 16 hours Monday through Friday and 8 hours on a Saturday. At this time Safety Lieutenants are on call twenty four hour seven days a week to respond to all emergency incidents. In order to provide support to the Lieutenants, who supervise at SAC and SCC, it is anticipated that there is a need to have the 'Sergeant' role made a substantial manager position. In addition to the support for the Lieutenants, this will provide 16 hour a day supervisory coverage. It is envisaged in this planning cycle that there may be a turn around of staff. Several of the full time officers have indicated they may be retiring over the next couple of years. This will bring with it challenges as these officers are senior and have immense experience in their roles. To mitigate this a more robust training program for the new hired officers will be implemented. In September 2013, the Chancellor created a Public Safety Task Force to evaluate the department's staffing and ability to respond to significant safety events such as an active shooter on campus. A consultant was retained to evaluate the department staffing, training and structure. That report was received this month and is now being reviewed by the task force. A copy of the Executive Summary is attached.

V. Budgets: (Please summarize the status of your department budget and concerns)

Based upon the recommendations of the Public Safety Task Force, additional resources for staffing, equipment and training may be required. The actual costs of any recommended changes are not known at this time, but will be provided to the Planning & Organizational Effectiveness Committee and District Council when they are identified.

VI. Department Assessment: (Please provide internal assessment of your department (by all unit staff) and external assessment (from data provided by the District Services Satisfaction Survey, as well as other sources that your department would like to use). What recommendations would you like to bring to the District's attention?)

Internal Assessment:

In September 2013, the Chancellor created a Public Safety Task Force to evaluate the department's staffing and ability to respond to extreme emergency events such as an active shooter. The task force was made up with representatives from faculty, students, staff and administrators. A consultant was also retained to evaluate the department staffing, training and structure. This report formed a large part of our internal assessment. Additionally all the members of the department were asked for their opinions on how the department would be improved. A copy of the Executive summary is attached.

External Assessment:

Most of the responses, from the District Satisfaction Survey, were good or excellent in terms of our overall service. The SCC safety team scored slightly higher than SAC safety team. In spite of this there are some who expressed concerns in the written comments regarding the departments customer service, citing incidents when officers did not provide the customer service orientated response expected. There were also written comments indicating that the college community do not see officers patrolling in areas of high pedestrian traffic, or that officers are often in their vehicles patrolling in the parking lots.

Recommendations:

- Implement the staffing, equipment and training recommendations developed by the Public Safety Task Force.
- Conduct training with all officers and staff on customer service and community policing models.
- Introduce a formal training program for new recruits and more regular training for current officers.
- Assess the T3 Electric Stand up Vehicle (ESUV) and the increased visibility on our campuses.
- Appoint a part time Environmental Safety and Emergency Services position to maintain emergency response plans, conduct emergency drills and table tops exercises on campuses.

VII. Work Plan: (As a result of the assessment process, what initiatives does your department want to address in 2013-2015? Please identify which RSCCD goal(s) and strategic plan objective(s) it addresses. What resources do you need to achieve these goals, and how will you know you have achieved it?)

Service Initiative Goals your department would like to address (include RSCCD goals(s) # and strategic plan objective(s) # being addressed)	Unit Outcome (The client) will (intended outcome) as a result of (function or action)	Criteria for Success How will you know you've achieved your goal?	Resource Needs What resources (personnel, technology, fiscal) do you need to achieve your goal?	Results After two years, how well did you achieve your goal(s)?
1) Conduct training on customer service and community policing. RSCCD Goal # 1, 4 & 5.	Officers will be better trained and prepared to address needs of campus community.	Greater satisfaction by staff, students and visitors.	Identify a training package or personnel capable to carry out training.	
2) Design and introduce a training package for new hired officers. RSCCD Goal # 1, 4 & 5.	New officer will receive comprehensive training for the District.	Improved service for staff and students.	Identify suitable training or design and implement new RSCCD specific training.	
3) Increase and improve parking enforcement program at SAC and SCC. RSCCD Goal # 4 & 5.	Better enforcement will make campuses safer for pedestrians and road users.	Increase in revenue either from parking permit sales and / or citations issued.	Introduction and purchasing of hand held citation issuing devices.	
4) Introduce the Electric Stand Up Vehicles (ESUV) for use by officers. RSCCD Goal # 4 & 5.	Improved visibility and accessibility of officers to the campus community.	Greater satisfaction expressed by Staff and Students.	Introduction and purchasing of two ESUV, one for SAC and one for SCC.	

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5) Implement staffing recommendations of Public Safety Task Force RSCCD Goal # 1, 4 & 5. 6) Recruit a part-time Environmental Safety and Emergency Services position. RSCCD Goal # 1, 4 & 5.	Improved security and service for staff, students and community. Increase the training and exercises available to campus communities.	Improved satisfaction by staff and students. The campus community will be better able to deal with emergency situations.	To be determined Annual part-time cost = \$42,822.01.	

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Executive Summary

Rancho Santiago Community College District Security Recommendations

Public Safety Task Force

In September 2013 the Chancellor created a Public Safety Task Force (PSTF) to assess the current state of preparation by RSCCD for extreme threats to public safety, such as the intrusion of a shooter at one of their facilities. The purpose of the Task Force is to make recommendations as to how the district and colleges can improve on current practices and increase the level of preparation for extreme events.

This following is an executive summary of the recommendations to be made to the PSTF.

A. Personnel

Structure of Safety & Security

Recommendation 1: Transition from current unarmed public safety to a hybrid armed non-sworn department.

Joint Training

Recommendation 2: Establish close working relationships with local police departments in Santa Ana and Orange by training together whenever possible.

Recruitment of additional officers and increase supervisory coverage

Recommendation 3: Recruit additional officers to provide graveyard coverage at SCC and create supervisory positions to support Lieutenants in their roles and recruit accordingly.

Environment Safety and Emergency Services

Recommendation 4: Recruit a part-time Environmental Safety and Emergency Services position

B. Non-Personnel

Community Policing

Recommendation 5: Formalize training in Community Policing for Safety and Security Department.

Written Policies and Formal Agreements

Recommendation 6: Memorandum of Understanding (MOU) and Mutual Aid to be developed with both local police agencies (SAPD and OPD) for planning, training and responding to a need for local law enforcement services on RSCCD property.

Interoperability

Recommendation 7: The Director of RSCCD Security should work with local Police Chiefs to gain access to their existing 800 MHz radios systems in the event of a shooting on campus or an emergency.

Media and Public Relations

Recommendation 8: Establish a close working relationship with the PIO's of both SAPD and OPD. Develop a marketing plan for the administrators, faculty and students to be aware of what to do in case of an emergency such as an Active Shooter.

Mass Communication

Recommendation 9: Purchase a single sign on mass communication platform to use in the event of an extreme emergency. Also make it an 'opt out' system so that all the campus community is automatically signed up when registration takes place.

Coordination Plans

Recommendation 10: RSCCD campus Safety & Security and local police from Santa Ana and Orange must coordinate with each other in order to be prepared to respond to critical incidents such as an Active Shooter.

Orange County Police Chiefs and Sheriffs Association

Recommendation 11: It is strongly recommended that the Director of Security for RSCCD become an associate member of the OC Chiefs and Sheriffs Association.

**Rancho Santiago Community College District
BUSINESS OPERATIONS AND FISCAL SERVICES
DISTRICT SAFETY AND SECURITY**

