GLENDALE COMMUNITY COLLEGE

Annual Program Review   2012-2013 ADMINISTRATIVE PROGRAMS

Campus Police

Authorization

After the document is complete, it must be reviewed and <u>submitted to the Program Review</u> <u>Office</u> <u>by the Manager.</u>

Author/Manager: Gary Montecuollo
                 Prepared by Erin Kurasz

Date Received by Program Review: March 7, 2013

1.0. Trend Analysis

Please provide the following information for the service functions within your area. Use the data to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

SERVICE / FUNCTION	Service Provided	Other	Academic Year			
			2008-2009	2009-2010	2010-2011	2011-2012
Police Services	Total Calls for service		2057	2329	3174	6598
Dispatch Services	Window/ phone contacts		16,425	25,550	27,375	29,755

STAFFING	Mgmt.	Classified	Hourly
2007-2008	Chief of Police (1)	(8)-Police Officers Dispatcher (2)	Cadets: 15
2008-2009	Chief (1)	8- Police officer Dispatchers (2)	Cadets: 15
2009-2010	Chief (1)	8 police Officers Dispatchers (3)	Cadets : 12
2010-2011	Chief (1) Sergeant (2)	6 police officers dispatchers (3)	Cadets: 9
2011-2012	Chief (1) Sergeant (2)	6 police officers dispatchers (3)	Cadets: 13

1.1. Describe any trends and how this affects students (if applicable) and or your service recipients, area or the district.

The Glendale College Police Department continues to evolve towards a full service organization. A properly staffed and funded police department is necessary to ensure the safety, security, and quality of service that we provide.

1

The Department has committed to providing a wide-range of training for performing critical core tasks. Training is a critical component of the departments succession planning and mentoring efforts.

The police officers are responsible for responding to call for services, conducting field investigations and preventing crime through pro-active, directed and non-directed patrols. Police officers are the first responders to critical and major events as well as regulating and enforcing pedestrian and vehicular traffic and parking laws.

A variety of operational changes need to be implemented to increase effectiveness by concentrating deployments where/when call and crime volumes are heaviest and by increasing communications across all levels of the department. Enhancement strategies in training, management and equipment will be evaluated.

This can be achieved through hiring more staff and providing essential training to the officers. The more training the officers receive the better we can serve the college community. All in all this affects the student population with better service and response times.

1.2. Please explain any other relevant quantitative/qualitative information that affects the evaluation of your program?

The calls for service that the Glendale College Police Department has received in the past year have increased. The amount of traffic violations and arrests has also risen.

The college police department not only has the responsibility to patrol and provide service to the Main Campus but to the Garfield Campus, Professional Development Center and city parking lots and surrounding city streets. With the staffing levels of the police department as it stands now, it is unacceptable.

2.0. Program Level Outcomes

Please provide the following information for each outcome developed within your area.

Program Service/Funct ion	Program Outcome Developed (describe)	How will the outcome be assessed?	Have outcomes been assessed? Y or N	Has the assess-ment data been analyzed? Y or N	Has the data been used for program changes or improve-ment? Y or N
Police Department	**Emergency Preparedness:** Educate the faculty, staff and students on the importance of Emergency Operations procedures. Implement a plan to begin campus wide evacuation drills; emergency procedure laminated flip charts for every classroom and office. We will accomplish this through training and awareness programs.	By providing Proper Training	yes	No	~~No~~

Police Department Parking	**Pay and Display Parking Meters:** Collaboration with the City of Glendale, the college police was able to obtain 3 pay and display parking meters for purchasing of daily permits to be able to park on campus.	Data analysis- (Fund totals)	Yes and continue to		

2.1. Please comment on your answers above. Include whether evidence from assessments shows that the program is improving and/or achieving desired outcomes

---

Emergency Preparedness:

It is imperative that we continue to move forward and strengthen our ability to have a safe and secure campus environment by:

- Improving staffing levels, equipment needs and program requirements to stay in compliance with the Clery Act.
- Improving outreach programs to students, staff and faculty in areas of crime prevention, and safety. We must collaborate with outside agencies and resources to provide the highest level of information to our campus community
- Continuing to provide planning and training in emergency preparedness with in the police department.
- Implement a plan to replace outdated and inadequate equipment.

Pay and Display Parking Meters:

The City of Glendale and the Glendale Community College District's Joint Parking Authority (JPA) had approved the installation of parking pay stations on campus. This has allowed the purchase of a daily parking permit for use during the week and also on weekends. There are three (3) parking pay stations next to the Glendale College Police substation. The revenue coming in from these machines will be used to pay down the "note" on the parking structure.

2.2. Briefly summarize any elements of your program/services that have been changed or will be changed as a result of your outcomes assessments

---

Emergency Preparedness

The Police Department will continue to conduct emergency evacuation drills during the year. The emergency flip charts are currently under review and will be re-formatted and placed in all classrooms and offices.

The Police Department has held the following:
- Table top exercise for EOC

Emergency evacuations at the following locations:

- The Professional Development Center

- The Garfield campus
- The Child Development Center
- Various buildings on main campus

Pay and Display parking Meters

The outcome for the pay and display parking meters is to make an easy way for people to park short term, close to where classes are offered and to reduce the hassle of people having to get a campus parking permit. They are visible and easy to use. The total revenue amounts may be accessed via the City of Glendale parking Services Division. Glendale College has already benefited from having these machines for the past 6 months.

2.3 Based on the program assessment evidence you have gathered, please comment briefly on how far along your department/program is in the assessment process (change and/or improvement and your plans to continue progress.

*Continuous training for faculty and staff regarding emergency evacuation drills.

*Continual revenue coming in for the college for parking. The ease of students, volunteers and visitors to the college to be able to buy a parking permit from the pay and display meters.

3.0. Reflection and Action Plans

3.1 Based on your data and analysis presented above, as well as on issues or items that you were unable to discuss above, please comment on the Strengths and Weaknesses of the program.

Strengths
List the current strengths of your program:

1. Re-organization of Police Department
2. Continual positive alliance with the City of Glendale Police Department

3.2 Weaknesses
List the current weaknesses of your program:

   1**. Police facilities** – Odd layout for a police station, unsafe due to the fact that once inside the main facility, there is only one way in and one way out. Locker rooms are insufficient.

   2. **Staffing**- inadequate for a college of this size.

   3. **Safety Risks in Campus Violence**- current Staffing and Police Facilities Inadequate.

3.3 Using the weaknesses, trends and assessment outcomes as a basis for your comments, please <u>briefly</u> describe any future plans and/or modifications for program improvements. Any plans for reorganization should also be included, along with a resource request (if applicable).

Plans or Modifications	Anticipated Changes/ Improvements	Link to EMP, Plans, Outcomes
Staff position (s)-Replace unfilled staff positions	Changes staffing needs due to program growth, new technology and the ability to support daily campus activities. Currently we are lacking in the ability to provide coverage with a full time police officer 7 days a week. Officer safety issues arise when there is only one police officer assigned to a shift. Currently there is **ONE** police officer assigned to a Saturday shift. There is **NO** full time police officer assigned to Sunday. Officers get sick, take vacation and cannot work 7 days a week. Burn out is inevitable.	NO EMP
Facilities Improvements- Remodel or Relocate	Measures need to be taken to ensure the security of the police department. The employees of the police department need the proper place to perform their job duties and functions on a daily basis.	

10.15.12

2012 PROGRAM REVIEW	**CAMPUS POLICE**	**A: CP-1**
Section 4 **Resource Request**	*Police Dept. Update/Remodel*	

Mark Type of Request:

X	Facilities / Maintenance			Computer Hardware
	Classroom Upgrade			Software/Licenses/Maintenance Agreements
	Instructional Equipment			Conference/Travel
	Non-Instructional Equipment			New Classified Position
	Supplies			Replacement of Classified Position
			X	Other

4.1 Clearly describe the resource request.

<div>

Police Department Update/Remodel:

The Glendale College Police Department has now been operating in its current facility for 12 years, a building which was not constructed for law enforcement use. The police station facilities located on the main campus in the Sierra Madre Building are in need of renovation and updating. The building is generally adequate, but the layout, flow and size of the facility itself need to be evaluated. This is a **safety concern** due to the fact that once inside the main office, there is only one way in and one way out. The police department would benefit from having:

- a front entrance access and utilization of a card key access system,

- perimeter cameras

- secured office and storage space for records and equipment,

- secured Armory for storage of weapons and ammunition,

- secured office space to accommodate live scan machine equipment and to comply with the department of justice security protocols

- secure area to detain suspects

- secure area to detain and hold animals waiting for pick-up.

In order to accomplish the needs of a fully functional and efficient police department would be to obtain the current location of *Human Resources*. With the new College Services Lab building that will soon be built, human resources will be vacating. The corner of the HR entrance would be a prime location for the main entrance, lobby and reception area for the police department. It is a highly visible location to students, staff and visitors to the college.

</div>

It is centrally located to the parking lot and elevator towers, as well as the student activities union area. The human resources area would give the police department a front counter reception area, proper kitchen area for break and lunch time, a proper conference/ briefing and de-briefing room as well as several private offices that would be utilized by the officers for report writing and interviews. Additional office space would be utilized by the Sergeants who currently do not have a proper office to conduct private interviews and workload.

This would also allow the ability to re-organize and enlarge the current men and womens lockers rooms that are too small for current staff. The ability to combine the bathrooms with the locker rooms would be a positive step for cases of emergency situations where police personnel have to stay over and spend the night in a cot room and be able to take a shower in a proper facility. This has occurred on three occasions during power outages.

A holding cell, evidence and property room, an interview room could also be erected.

Amount requested $ ____Unknown___X_____
Breakdown of cost (if applicable):

4.2

X	Requires one time funding
	Requires ongoing funding
	Repeat Request
	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

X	Health & Safety Issue
	Accreditation Requirement
	Contractual Requirement
	Legal Mandate

Please explain how/why this request meets any of the above criteria.

The following are some of the problems that we face each day inside the current inadequate Glendale College Police Station:

- Woefully inadequate space for efficient for fully effective police operations
- Inconsistent and unreliable air conditioning/heating system
- Insufficient space for employee training and community programs
- Insufficient, secure, dry storage for evidence and property-Slam lockers need to be installed.
- Locker rooms (men and women's) too small to accommodate enough lockers for current staff, nor properly sized lockers to serve current officer equipment and storage needs.

- Lack of space for administrative personnel to work efficiently (the main office is a multi-purpose office)
- Insufficient space for officers to write reports, enter evidence and complete paperwork
- Inadequate number of interview rooms (we have 1, which is the lunch room, report writing room, basically an all-purpose room)
- Interview room is adjacent to suspect entrance area- victims, witnesses and suspects involved in crimes cannot remain sight and sound separate
- Lack of adequate space in supply closet to secure medical, firearm, tactical and
- other supplies
- The work stations in the dispatch center, main office and report writing room are all ergonomically incorrect.
- No Holding Cell

4.4. Justification and Rationale: What EMP goal, plan, program level outcome or institutional level outcome (core competency) does this request address?

Section 3.3
POST Background Investigations Audit
POST Training Audit
Department of Motor Vehicles Audits

4.3. What measurable outcome will result from filling this resource request?

A more secure and working efficient police department is in the best interest of all members of the college community.

APPROVAL

AGENCY			
The Program Review Committee has reviewed the information in this request and finds it to be:	COMPLIANT	**X**	
	NON COMPLIANT		
	a) Request not adequately described or incomplete		
	b) Request not linked to assessments or assessments not completed		
	c) Request not linked to EMP, plan or SLO, ILOs, etc.		
	d) Report Incomplete		
PRC Comments			

Form Revised 9.21.12
Reports determined to be "Non-Compliant" will be returned to the division member responsible. Reports must be resubmitted with needed changes to the Program Review Office. Requests will not move forward in the budget process if the report or request is Non-Compliant.

Contra Costa CC District Police – (925) 686-5547
Pasadena CC District Police (626) 585-7926
El Camino CC District Police - (310) 660-3100
Glendale CC District Police – (818) 551-5205
Riverside CC District Police – (951) 222-8171
San Diego CC District Police – (619) 388-6411
Santa Monica CC District Police – (310) 434-4608
Ventura CC District Police – (805) 654-6486
Santa Rosa CC District Police – (707) 527-1000

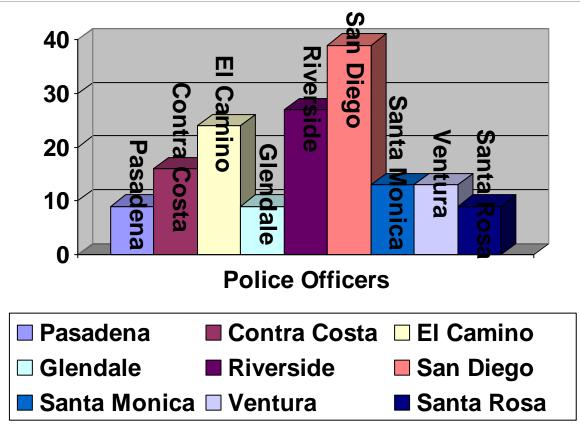| California Community Colleges	Police Officers (sworn)	Security Officers (non-sworn)	Office Staff (Full Time)	Total College Enrollment	Number of Campuses	Students Per Police / Security Officer	
							Police Officers – Full time sworn police officers with authority
Pasadena CC District	9	48	5	26,027	3	456	
Contra Costa CC District	16	20	12	62,000	5	1722	
El Camino CC District	24	33	18	27,098	3	475	
Glendale CC District	9	10	3	40,000	3	2105	
Riverside CC District	27	24	5	36,146	3	708	
San Diego CC District	39	26	9	74,126	17	1140	
Santa Monica CC District	13	38	5	31,404	6	615	
Ventura CC District	13	28	0	14,207	3	346	
Santa Rosa CC District	9	24	5	20,298	3	615	

under 830.32 of the Penal Code.

Security Officers – Full time or Part time non-sworn civilian security.

Office Staff – Full time office and support staff, including dispatchers

Total College Enrollment - All information regarding "Total College Enrollment" was gathered as public information from http://www.cappex.com/index.jsp (Student information for GCC was collected from Admissions and Records)
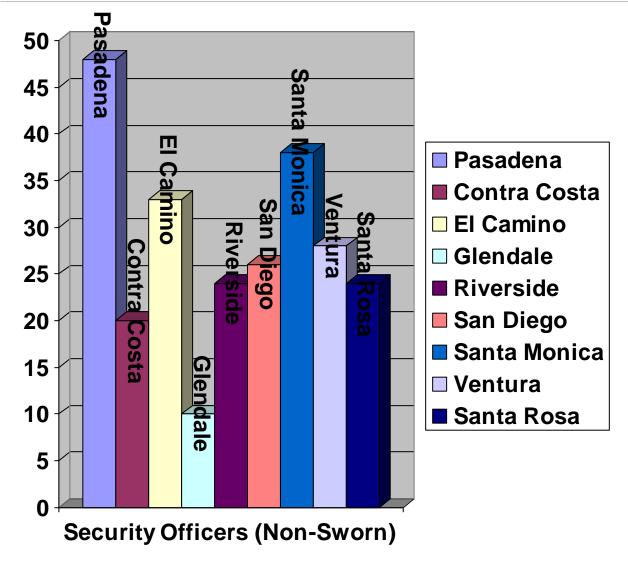
Number of Campuses – All campuses patrolled by the department, this includes any satellite campuses.

Number of Students per Police / Security officer – A ratio of the total enrollment to the number of public safety personnel.
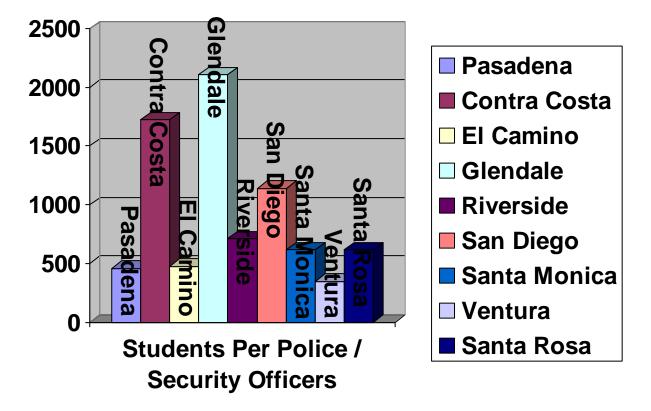
Number of Police Officers: The data was collected by actual contact with the agencies listed above. Included are the numbers of Full-Time, Sworn Police Officers that regularly patrol the campuses in the district.

Summary: With 9 Sworn Officers (1 Chief of Police, 2 Sergeants, 1 Police Corporal, 5 Police Officers) Glendale Community College is below the average number of Officers from the summarized schools (17.5 Sworn Officers)

Security Officers (Non-Sworn)

Number of Security Officers: The data was collected by actual contact with the agencies listed above. Included are the numbers of Full-time and Part-time Civilian Security Personnel. This includes all CSO's (Community Service Officers), Parking Enforcement Officers, Police Cadets as well as part time police assistants.

Summary: Glendale Community College, with 10 Security Officers is below the average of the summarized schools (27.8 Security Officers)

Number of Students to Police/Security Officers: The data was collected by actual contact with the agencies listed above and the enrollment statistics were collected as public information from www.cappex.com. The chart depicts the ratio of enrolled students at the community colleges in relation to the number of both Sworn and Non-Sworn public safety personnel.

Summary: Glendale Community College, with approximately 2105 Students per Police and Security Officer, is above the average of 909 Students per Police and Security Officer