

**Palomar College – Program Review and Planning
Non-Instructional Programs
Year 2
Academic Year 2014-2015**

Purpose of Program Review and Planning: The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.)

Discipline: Police Department

Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)

10/20/2014

Please Add Date
(00/00/2013)

STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)

	2010-2011	2011-2012	2012-2013	<<Prelim>> 2013-2014	Definitions
Police Reports	429	430	457	452	Documentation of incidents/crimes committed
Parking Citations	9,704	7,093	7,450	7,949	Enforcement of parking rules and regulations within the District
Arrests	33	23	22	12	Apprehension and detainment of persons who have committed crimes on campus
Citizen Assists	225	265	368	371	General assistance provided to the public
Vehicle Unlocks	291	286	288	298	Assist members of the campus community who have locked keys in car
Vehicle Jump Starts	494	418	350	418	Assist members of the campus community whose cars won't start (battery)
Room Lock/Unlocks	1,330	1,287	1,731	1,774	Open/lock classrooms for instructional day, plus individual requests from staff as needed
Traffic Accidents	107	94	112	91	Investigate and document major vehicle accidents, facilitate exchange of information for minor (non-injury) vehicle accidents
Emergency Notification/Class Cancellations	121	114	142	143	Direct notification of class cancellations for instructor illness or other reason, and also locate and notify students of emergencies
Lost and Found	1,751	1,511	1,711	1,963	Lost and found items collected and processed, claimed and unclaimed
Escort Service	1,112	1,030	1,683	2,013	Provide travel assistance to members of the community, and safe oversight for students/staff
Vehicle Stops	881	621	1,036	388	Traffic stops for violation of the Vehicle Code
Field Interviews	138	62	557	187	Pedestrian stops for the purpose of educating members of the community about laws and policies, documented suspicious activities, etc.
Medical Assist				93	Provide first-aid assistance and related transport services for injuries which occur on campus.
Alarm Response	399	586	725	778	Automated alarms responded to at Escondido and San Marcos campus'
Permit Machine Detail	281	297	228	201	Retrieve money, provide maintenance and troubleshooting of permit machines in student parking lots
Contact for Smoking Policy Enf.		156	265	707	Contact with students in response to complaints about smoking policy violations (education and enforcement)
Skateboard Policy Contact		201	401	1,139	Contact with students in response to violations of skateboarding policy
Officer:Population Ratio	1 : 5,159*	1 : 4,142	1 : 4,125	1 : 3,412	New calculation limits ratio to students/staff, older calculations* included volunteers and recorded guests/visitors/vendors
Number of FT Police Officers	7	7	7	8	District-approved level of Police Department staffing

Rape Aggression Defense Course	3	3	2	2	Self-defense/ awareness education offered to females in the District
Background Investigation Asst.		197	197	241	Provide data for outside agencies regarding arrest/conduct of applicants for hire who have attended or worked for Palomar College
Athletic Event Support	237	645	662	640	Staffing, parking, security and other accommodations for Athletic Department events
1 st Level Appeals	835	512	577	556	Administrative Review of parking citations, requested by the violator
2 nd Level Appeals	39	38	33	29	Impartial third-party review of parking citations
Planned Event Support	633	776	1,253	1,202	Parking accommodation and support for the District

I. A. Reflect upon and provide an analysis of the four years of data above

In Spring 2014, the Police Department began issuing citations for expired registration stickers on vehicles, which has resulted in a slight (6.7%) increase in the number of citations written. The majority of these citations are waived for correction, collecting only a \$10 administrative fee. By issuing these citations, the Department hopes to motivate its customers to correct the violation before incurring a much stiffer penalty outside of the college. Over one-third of all parking citations are dismissed, the vast majority of which are dismissed under the one-time dismissal policy, which is an effective educational tool for the students.

Escort services have increased (20%) for the second consecutive year, due to decreased staff at DRC to provide these services to their students. During the year, the Police Department took over first-response duties for medical emergencies on campus, which are now listed as a separate item in the statistics.

The Police Department continues to emphasize the smoking (166% increase) and skateboarding (184% increase) policies, and has significantly de-emphasized vehicle stops for certain traffic violations (62.5% decrease), largely due to changing needs and impacts relating to these types of calls, as well as determined focus relating to certain investigations (Sexual assault & arson, primarily).

I. B. Please summarize the findings of SAO assessments conducted.

Skateboard and Smoking Policy Enforcement: Results of the annual assessment showed a 167% increase in contacts for Smoking Policy violations, and a 184% increase in Skateboard Policy contacts.

I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.

Increased emphasis by the Police Department on these two policies has resulted in greatly improved education and accountability on the part of students violating these policies. The Department anticipates a reduction in these violations over time as a result of the increased enforcement emphasis. The Police Department will continue to emphasize contacting violators of these policies, and holding students accountable for multiple violations with the goal of 10% improvement in responses (by number) year-over-year.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's Strategic Plan 2013, describe/discuss the discipline planning related to the following:

II. A. Programs changes and improvements (consider changes due to growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)

With the impending opening of the North and South centers, the Police Department will need to increase the number of Police officers on staff in order to provide for the safety and security of those locations without sacrificing services provided to the San Marcos Campus or the Escondido Center.

The Police Department has successfully replaced two of its four golf carts, for escorts and transportation to calls for service within the campus. Considering the increase in calls for service, the Department will continue seeking out resources to improve its equipment-on-hand to facilitate these needs.

II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)

The Police Department is attempting to initiate a project to serve the needs of the staff, students, faculty, and community by partnering with Human Resources to acquire the equipment to provide all staff & faculty identification cards, as well as to begin processing Live-Scan background checks. In the long-run, these services could provide a cost savings to the District, and convenience to students and guests who need to utilize certain services, along with improved security of data and improved distribution of staff identification cards to enable easy visible verification of the District's employees.

STEP III. RESOURCE REQUESTS FOR DISCIPLINE:

III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.

a. Equipment (per unit cost is >\$500) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.	Replace supervisor/EOC SUV	6	4.1	Current unit is beyond its useful life (2004) replacement per Police Department vehicle replacement plan. Opening North and South Centers will create increased travel and supervisor's vehicle will need to be pursuit certified. (Chevy Tahoe includes police-specific after-market equipment).	\$65,000.00	one-time	Funding is not currently provided in the department's budget, per the District's discretion.
a2.	Electric Off-Highway vehicles (replace golf carts)	5	4.2	Current carts used by PD are inadequate for the purpose, and are a faulty model, requiring extensive maintenance costs. One unit purchased in FY2015 through student health fees. One more unit needed.	\$20,000.00	One time	Funding not provided in the department's budget, per the District's discretion.
a3.	Smart Parking Meters for Visitor parking spaces	3	5.2	Visitor parking spaces are one of the most contentious and commonly misunderstood areas of the parking lots. Different signage, changes to the paint along the curb and on the asphalt, adjustments to the directions printed on the permits, and verbal instruction have all failed to mitigate the issues surrounding them. When the Police Department offices move to the new parking structure in 2018/19, this is expected to make the situation even more confusing to guests and visitors to the San Marcos Campus. By installing parking meters at these spaces, it will reduce confusion and resulting ill-will from visitors who receive citations, and will add a small source of additional revenue for the Department.	\$33,000.00	One-time	Funding in the Police Department budget will never be able to absorb this level of cost. After being implemented, the parking meters will become immediately self-supporting in regard to their ongoing costs, including monthly service fees, maintenance, and eventual replacement.
a4.							

b. Technology (computers, data projectors, document readers, etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.	Portable LiveScan reader & Associated Equipment	1	3.2	As the District begins to hire additional staff & faculty to rebuild previous levels, as well as to staff the North and South Centers, the Police Department seeks to work with the Human Resource Services to provide LiveScan services to new hires, which will reduce costs from "contracting out" these services to a vendor. Upon acquisition of necessary equipment, certifications, and contracts for background reports, the Department will be able to provide these services at no cost to the District, as well as to students in certain programs (Nursing, Police Academy, etc.) and to the general public for a nominal fee much lower than they would pay in many other venues, which should defray the ongoing operating and additional staff costs related to providing the service.	\$13,000	One-time (future on-going expenses will need to be provided for in the Police Department budget)	Not currently funded in the Police Department budget. Department budgeting was provided at a minimal level, and this need was not included at that time, at the District's discretion. Upon implementing the service, the up-front investment in equipment and set-up would immediately benefit the District, and additional revenues from providing services to the public is expected to fund its on-going costs.
b2.	ID-card maker, and associated equipment	2	3.2	Currently, the office of Student Affairs handles the creation of ID cards for staff and faculty, which isn't necessarily appropriate or convenient. In conjunction with the LiveScan equipment above, the Police Department wants to work with Human Resource Services to provide ID-card services for all District staff, which will enable timely and convenient service, absent confusion regarding the use of student fees for staff IDs, and with the added benefit of protecting important staff information and the design of the cards.	\$11,000	One-time	This project is institutionally-focused. It is not funded through the Police budget, and it would be impossible to apply the cost to all departments who benefit from the service provided. The Police and Human Resource Services budgets cannot absorb this investment, even in a partnership, at this time.
b3.							
b4.							
b5.							

c. Budget for 4000s (per unit cost is <\$500 supplies) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
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c2.							
c3.							
c4.							
c5.							

d. Budget for 5000s (printing, maintenance agreements, software license etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.							
d2.							
d3.							
d4.							
d5.							

e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e1.	Police Officer I (2 positions)	4	4.1	Need is for two officers to be on staff 1 year prior to opening of new South center, to allow for full Field Training to take place. 2 officers allows for similar coverage as currently provided to Escondido Ctr.	\$53,493.33 + benefits per officer. To be adjusted by HR.	On-going	Not currently provided for in the budget. Typically would be funded primarily from parking permit sales. Current plans are for no parking permits required at South Ctr., so additional revenue from that source cannot be anticipated.
e2.	Police Sergeant (Operations) IN PROCESS – OCTOBER 2014		3.1; 4.1	Supervision and oversight for Police officers and CSO functions, to provide	\$63,219.37 + benefits	On-going	Currently filled out of class. Funding exists

e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
				best possible customer service and respond quickly and appropriately to all situations which threaten to disrupt the safety and security of the District, its students, staff, faculty, and community.			only insofar as that employee remains in classification, but not in budget if retreats back to PO I position.
e3.	Police Sergeant (Administrative) IN PROCESS – OCTOBER 2014		3.1; 4.1	Supervision and oversight for the parking enforcement, dispatch, and administrative functions of Police activities.	\$63,219.37 + benefits	On-going	Not currently provided in the Police department budget.
e4.							
e5.							

f. Classified staff position (temporary and student workers position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
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f2.							
f3.							
f4.							
f5.							

III. B. Are there other resources (including data) that you need to complete your discipline review and planning?

Total population data (unique enrollment + employees + volunteers/guests) is difficult to obtain. Staffing and coverage are typically measured in relation to this data.

STEP IV. SHARE YOUR ACCOMPLISHMENTS Please include at least one discipline accomplishment that you'd like to share with the college community.

Hired a new Police Chief, and expanded customer service provided to the District community. This was especially apparent in providing lock-out and jumpstart services, resulting from improved outreach to inform students and staff/faculty about the availability of these services. Amended the Police Department's one-time-dismissal policy, to enable students who own a parking permit to receive a free dismissal for forgetting to display that permit once per semester, as opposed to the previous policy which limited dismissal to one per calendar year. The resulting feedback from customers about these expanded services has been overwhelmingly positive.

Improved Closed-Circuit Television Monitoring capacity: As a project initiated in FY2014, and in response to certain criminal activity on campus, the Police Department has successfully upgraded its ability to monitor the input of additional cameras throughout parking lots and in future locations as determined necessary by District stakeholders. This sizeable project involved the cooperation of IS staff in conjunction with Police Department employees, to provide additional monitors and computing power to process the images from those additional cameras.

A string of arsons committed in various San Marcos campus restrooms resulted in focused, interagency investigation. This investigation pooled the resources of our Police Department with those of the Sheriff's Department Bomb and Arson Unit, along with assistance from the US Department of Alcohol, Tobacco & Firearms. The result of the investigation was the identification and apprehension of a suspect, leading to a conviction and sentencing, and no more arsons have occurred.

The Police Department is currently in the process of hiring two new Police Sergeants to enable improved supervision of all Department activities and improvements to the operations of the Department, to benefit the entire District community.

STEP V. ACCREDITATION For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

No accreditation activities conducted in the current year.

STEP VI. COMMENTS Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

The Police Dept. is currently working with Fiscal Services to adjust the allocation of Student Parking Fees, to align with the Ed Code. It is hoped that this will result in funds being freed up to engage projects which expand the Department's provision of Services to the District, and to the community.

Please identify faculty and staff who participated in the development of the plan for this department:

Chief Mark Dimaggio <i>Name</i>	Brian G. Engleman <i>Name</i>	Emily Riddle <i>Name</i>
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Linda Mack <i>Name</i>	Karen Boguta <i>Name</i>	<i>Name</i>
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Department Chair/Designee Signature

01/20/15

Date



Division Dean Signature

01/20/15



Division Vice President Signature

1/20/15

Date