

# Palomar College – Program Review and Planning

## Non-Instructional Programs

### Academic Year 2016-17

**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: College Police Department**

**11/03/2016**

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

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

	2012-2013	2013-2014	2014-2015	<<Prelim>> 2015-2016	Definitions
Police Reports	457	452	467	428	Documentation of incidents/crimes committed
Parking Citations	7,450	7,949	7,344	4,852	Enforcement of parking rules and regulations within the District
Arrests	22	12	20	18	Apprehension and detainment of persons who have committed crimes on campus
Citizen Assists	368	371	624	420	General assistance provided to the public
Vehicle Unlocks	288	298	229	194	Assist members of the campus community who have locked keys in car
Vehicle Jump Starts	350	418	349	316	Assist members of the campus community whose cars won't start (battery)
Room Lock/Unlocks	1,731	1,774	1,644	1,635	Open/lock classrooms for instructional day, plus individual requests from staff as needed
Traffic Accidents	112	91	127	140	Investigate and document major vehicle accidents, facilitate exchange of information for minor (non-injury) vehicle accidents
Emergency Notification/Class Cancellations	142	143	104	111	Direct notification of class cancellations for instructor illness or other reason, and also locate and notify students of emergencies
Lost and Found	1,711	1,963	2,085	1,914	Lost and found items collected and processed, claimed and unclaimed
Escort Service	1,683	2,013	2,777	2,542	Provide travel assistance to members of the community, and safe oversight for students/staff
Vehicle Stops	1,036	388	635	1,348	Traffic stops for violations of the Vehicle Code
Field Interviews	557	187	319	330	Pedestrian stops for the purpose of educating members of the community about laws and policies, documented suspicious activities, ect.
Medical Assist		93	108	89	Provide first-aid assistance and related transport services for injuries which occur on campus
Alarm Response	725	778	785	740	Automated alarms responded to at San Marcos and Escondido campus'
Permit Machine Detail	228	201	93	84	Retrieve money, provide maintenance and troubleshooting of permit machines in student parking lots
Contact for Smoking Policy Enf.	265	707	398	443	Contact with students in response to complaints about smoking policy violations (education and enforcement)
Skateboard Policy Contact	401	1,139	452	625	Contact with students in response to violations of skateboarding policy
Officer:Population Ratio	1:4,125*	1:3,412	1:3,769	1:3,361	New calculation limits ratio to student/staff, older calculations* included volunteers and recorded guests/visitors/vendors
Number of FT Police Officers	7	8	7	8	District approved level of Police Department staffing
Rape Aggression Defense Course	2	2	2	2	Self-defense/awareness education offered to females in the District
Background Investigation Asst.	197	241	279	293	Provide data for outside agencies regarding arrest/conduct of applicants for hire who have attended or worked for Palomar College

<b>Athletic Event Support</b>	<b>662</b>	<b>640</b>	<b>669</b>	<b>665</b>	Staffing, parking, security and other accommodations for Athletic Department events
<b>1<sup>st</sup> Level Appeals</b>	<b>577</b>	<b>556</b>	<b>655</b>	<b>572</b>	Administrative Review of parking citations, requested by the violator
<b>2<sup>nd</sup> Level Appeals</b>	<b>33</b>	<b>29</b>	<b>30</b>	<b>28</b>	Impartial third-party review of parking citations
<b>Planned Event Support</b>	<b>1,253</b>	<b>1,202</b>	<b>1,263</b>	<b>1,129</b>	Parking accommodation and support for the District

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

In an effort to ensure the safety of traffic related collisions involving pedestrians, the Department significantly increased its traffic control activities represented by the number of traffic stops. This activity increased by 112%, which effectively addresses the on-going safety of pedestrian-involved collisions. Overall, the number of traffic collisions increased by 10% in the beginning of the year, but this rate has decreased near the end of the year as a result of the increased enforcement. Reductions to staffing (CSO's) limited the department's ability to perform constant parking enforcement. Other factors that affected this number included increases in the number of planned events for which the Department was asked to suspend citing.

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

- 1) Provide a safe and secure learning and working environment: Based on the 2015 Clery Report, the number of reported crimes which qualify under the Act fell by 34% from the 2014 calendar year, to a total number of 21.
- 2) Acquire remote capacity to access data from vehicles: The department successfully completed the purchase of 2 Dell Rugged laptop computers, associated mounting hardware, data subscriptions, and seat licenses for ReportExec and ARJIS data to be accessed remotely by Police Officers.
- 3) Improve the level of parking enforcement conducted, as measured by number of citations written: This SAO is still in the beginning stages, so no assessment has been completed yet.

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

- 1) Almost the entire difference between Clery crimes compared to 2014 was related to the absence of arson cases. In the previous year, the Department investigated 10 arson cases in a string of fires set in restrooms on the San Marcos campus. These incidents ceased after an arrest was made in that year. There was a drastic increase in reported crimes at the Escondido Center, with 4 compared to the previous year's zero. On the San Marcos campus, reductions in Liquor Law and Weapons Law violations were offset by increases in arrests for Drug Law violations. For the first year since the Department began reporting Clery statistics, all of the violators of drug and liquor laws were arrested rather than referred to the office of Student Affairs for student discipline.
- 2) In most cases, the officers who are on-duty at the San Marcos campus are able to remotely access the important databases and resources from the patrol car, thanks to recent purchases and expansions of existing services.
- 3) It is too early to assess any results from increased emphasis on parking enforcement, but addressing the situation in regards to that function is vital to the Department's financial viability.

## STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's Strategic Plan 2016, describe/discuss the discipline planning related to the following:

### II. A.

The Police Department's funding model is based almost exclusively on parking permit sales and fines/forfeitures from citations, with subsidy provided by the General Fund. Parking permit and citation fines have been decreasing annually, primarily as a result of a decreasing student headcount.

The Palomar College Police Department has undertaken great efforts to proactively engage the community, as well as to improve outreach and community relations. The Department plans to continue these efforts through maintaining current initiatives, as well as by spending time and resources in the interest of remaining an integral component of the community it serves.

Legislative actions have called for increased levels of training in various areas. The Department will need to identify resources to fund increased levels of training, as well as work diligently to ensure that all officers meet or exceed all of these new requirements in addition to those which already exist. The process of training in police work is vital and continual.

As the department moves forward, the need to replace and/or upgrade equipment to meet industry standards cannot be overstated. This is vital for protecting the campus community. The need includes technological equipment as well as vehicles, protective gear, and communications investments.

Prop M construction has led to a greater density of population in the buildings on campus. The new structures require additional surveillance for the Department to effectively protect the students, staff, and faculty into the future as these new buildings are constructed.

### II. B.

## 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 <a href="#">(Link)</a>	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.	Ballistic Shields – Level IV (2)	1		In active shooter and riot scenarios, ballistic shields provide protection for police officers against fired projectiles, enabling them to protect the community against these threats to student/staff lives and to address a threat effectively.	\$7,000	One-time	No funding currently available.
a2.	Gas-powered golf carts (2)	1		Providing escorts to DRC students, guests, students, staff and esteemed VIP guests of the district; responding to medical assist calls; and providing access to the parking lots for enforcement are a vital aspect of the Department's services. The electric carts currently owned by the Department are 10 years old, are in a state of disrepair and are visibly poor and shoddy. Maintenance and repair costs are increasing rapidly. Replacing them is vital.	\$25,000	One-time	District administration is currently attempting to find funding to assist with this purchase.
a3.	Police Vehicles (2)	1		Vehicle replacement plan calls for an 8-year cycle for law enforcement vehicles, due to safety and performance requirements. The Department has two vehicles which are 8 years old, two at 15 years, and one vehicle at 13 years old, in need of replacement.	\$120,000	One-time	Ideally, they could be leased on a monthly basis.

**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 <a href="#">(Link)</a>	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.	CCTV cameras (10+)	1		The new buildings on the San Marcos campus are tall and dense, which creates areas especially prone to various types of criminal activity. Placing more CCTV cameras in these areas would help to deter crime, provide documentation of crimes which do occur, and improve the safety of the District's stakeholders.	\$90,000	One-time, with some ongoing costs for monitoring, maintenance, etc.	No funding currently available.
b2.	New Printers (2 color, 1 B&W)	2		Three important printers within the Department are over 10 years old, and have reached the end of their useful life. These printers serve high-volume	\$7,500	One-time	The Department should be able to fund some of this need, depending on the status of other

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				locations/functions (including the only two color printers in the department, one of which is devoted to CLETS), and their replacement is vital.			required expenditures.
b3.	Computer for records processing	3		Additional requirements from the Department of Justice and other regulatory authorities have expanded the function of records, which does not meet the system requirements for the dispatch and records management software, requiring an upgraded model.	\$3,000	One-time	The Department's funding is too limited to facilitate this need, additional funding may be required.

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

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c1.	Medical Trauma kits (5 ind./1 large)	1		The risks to officers of being seriously injured on duty are great. Furthermore, Police Officers are almost always the first responding unit to any medical assist call. Providing an adequate trauma kit for police officers to have on-duty is essential to their safety, as well as the public. In a massive injury situation such as an active shooter or natural disaster scenario, a large trauma kit will allow Police Department personnel to assist with tending to the wounded and to triage individuals appropriately in conjunction with paramedic and Fire Department	\$2,000	One-time	Depending on the status of various other needs, PCPD's budget should conceivably be able to absorb this cost, either on its own or in partnership with Health Services and student health fees.

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

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				.personnel.			
c2.	Active-shooter ballistic kit (4)	3		This item is a rapid deployment ballistic vest, with additional supplies and equipment already supplied for use in an active-shooter scenario in which time is essential to successfully addressing a threat and protecting the community.	\$3,000	One-time	The Police Department can fund this item, depending on various factors. However, some additional funding may be required.
c3.	XTS 5000 Radio Batteries (36)	2		Police Department radio communications are vital for officer and community safety and to relay important information in virtually all service and law enforcement situations. Providing adequate serviceable batteries for Department radios is an essential aspect of maintaining services.	\$5,300	One-time/ repeating	Fund through parking enforcement revenues.
c4.	Lock-out assistance kits	4		One of the major customer service activities the Department provides is lock-out assistance to students and staff who lock their keys inside a vehicle. The tools for providing this service become worn and bent from use over time. As such, they require periodic replacement for both efficacy and to protect against damage to customers' vehicles.	\$500	One-time	Department to fund this essential item.
c5.	Dispatcher headsets	4		Provide advantages in ergonomics and in utility to busy dispatchers, to provide hands-free operations and improve output and capacity. Improvements to dispatch directly improve conditions for officers, and therefore to provide a safer working and learning environment to the entire community.	\$2,000	One-time	No funding available.

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

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d1.	Training	1		Training is an ongoing and progressive process for Police Officers and other Department staff. From perishable skills training to specialized training in various skills required in the department, including newly mandated training such as for increased levels of firearms and Crisis Intervention strategies and procedures. This year, the cost of training will be higher than average, as new Officers come on board and additional training required by law is implemented.	\$23,000	One-time/ recurring	Training is a major component of the developed budgets for the PCPD. The cost is partly offset by P.O.S.T. reimbursement.
d2.	Printing	3		Various printed materials are needed by the Department, and these are provided by the District's Print Services department. These materials range from procedural (forms, Policy manuals, etc.) to informational (Clery Report, inserts for parking permits, safety brochures, etc.) and instructional (parking directions and information on location in the parking lots).	\$4,250	On-going	This expense is within the Department's ability to fund fully.
d3.	On-site security services for Fallbrook campus (3 <sup>rd</sup> party)	1		It is necessary to provide these services at the Center for the sake of protecting District property and contractors, in an observe-report capacity.	\$15,000	On-going	At this time, the funds being used for this service are coming from student parking fees.

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

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e1.	Police Support Specialist	1		The person in this job classification is responsible for student parking permit distribution, and for oversight of parking enforcement and determination of citation appeals. It is vital for a Police Department to have someone in this role, and the vacancy has left a distinctively heavier workload on the remaining employees and supervisors.	\$84,000 (incl. benefits)	On-going	This position is funded by a combination of parking permit sales and fines & forfeitures receipts.
e2.	Police Officer I (4 positions) North & South Centers	1		The Police Department seeks to have a staffing level equivalent to 1 sworn officer per 1,500 population served. Additionally, each location served needs a certain level of appropriate sworn staff to operate safely and effectively. This requires individuals to work on each shift, and additional officers to provide back-up whenever possible. The absolute minimum additional sworn staff required by the North and South Education Centers is 2 officers per location. This will provide one officer for day & evening shifts at each location.	\$382,700	On-going	These additional positions will require institutional funding, as they do not bring any additional revenue opportunities to the department to offset the cost, and are necessary to ensure the safety of each site's staff and students. The role of Police Officers is not revenue-neutral, and cannot be funded based on the number of parking permits sold in a given year.
e3.	Police Dispatcher (2 positions)	1		Police Dispatchers are the "lifeline" for operational staff in the field, both sworn and non-sworn. To date, the PCPD has been overly dependent on part-time staff to fill this essential role. Additionally, the Department has shifted two of its Classified Community Service Officers into Dispatch for the sake of providing a more reliable and responsible set of skills and duties to that area. As the District's footprint grows, as well as its need for various aspects of Customer and Law Enforcement services.	\$157,660	On-going	As with the above, these positions are do not bring in any corresponding revenue and their benefit is broadly distributed to the entire District.

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 2017 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	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?
f1.	Part-time CSO's additional	1		On-going hiring of part-time staff for services performed on a daily basis.	250,000	On-going	Parking fund.
f2.	Part-time Dispatchers	1		On-going hiring of part-time staff for services performed on a daily basis	100,000	On-going	Parking fund.
f3.	Part-time administrative staff	1		On-going hiring of part-time staff for services performed on a daily basis	100,000	On-going	Parking fund.

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

None

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

In August, the Police Department expanded its social media presence with the launching of a dedicated Facebook, Instagram, and Twitter page to enhance community engagement and outreach efforts to the community.

In July, the Department enhanced its records management system by purchasing 2 rugged mobile computers to assist with sending calls for service. The system required additional licenses so officers could write reports directly into the system for efficiency and improved capacity for Police Officers.

Provided an additional parking permit pick-up location at the quad in the Student Union area, to assist students with convenient access to pick up their parking permits.

The Police Department held special seminars for athletics teams to educate student/athletes about safety on and off-campus. Significant department community events included the following:

Discover Palomar
Stalking and Sexual Assault at the Quad
RADD – Alcohol Awareness at the Quad
RADD – Alcohol Awareness at Escondido
Clothesline Project at the Quad
Alcohol & Drug Abuse Awareness at the Quad
Coffee with a Cop at the Quad
Unity Day Clothesline Project and Jeans Day at the Quad

**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.

California Commission on P.O.S.T. conducted an audit of training records for newly hired police officers. The department was notified of successful completion of all requirements.

California Board of Corrections recertified the Department's detention bench; however, the need to provide a separate space between the detention area and intake was noted. Space limitations currently prevent the Department from addressing this need. PCPD is required, per California and Federal Law, to keep detained juveniles and detained adults separate. PCPD does not at this time have the capability to perform that separate intake/booking/holding function.

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

Space limitations in the current Police Department building have reached a level that requires drastic action on a regular basis in order to continue operating. While the Department looks forward to the opening of its new office in 2018, the locker room cannot house the number of staff currently needing to use lockers, and the detention bench is forced to be located in a less-than-ideal placement. Officers and CSO's are all forced to share space in the Department briefing room, which is also the District's Emergency Operations Center, as well as the detention area. Furthermore, the Department is unable to provide a P.O.S.T. approved Evidence storage area or a proper Armory or as a result of the limitations of space and the structural nature of the facility. The Police department has needed to undergo massive projects to dispose of files through a monthly shredding contract with Corodata, as well as expenses for furniture and storage equipment to condense its supplies, equipment and files to a maximum level.

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

<b>Brian G. Engleman</b> <i>Name</i>	<b>Emily Riddle</b> <i>Name</i>	<b>Karen Boguta-Reeve</b> <i>Name</i>
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<b>Nieves Suarez</b> <i>Name</i>	<b>Candy Santos</b> <i>Name</i>	<b>Sergeants Maines and Moore</b> <i>Name</i>
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Department Chair/Designee Signature Date

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Division Dean Signature

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Division Vice President Signature Date

- Provide a hard copy to the Vice President Gonzales no later than November 3, 2016.
- Email an electronic copy to [mlavigueur@palomar.edu](mailto:mlavigueur@palomar.edu) by November 3, 2016.
- Email an electronic copy to [rjohnson3@palomar.edu](mailto:rjohnson3@palomar.edu) by November 3, 2016.