

Palomar College – Program Review and Planning Non-Instructional Programs Academic Year 2018-19

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, and B.3.)

Discipline: College Police

11/15/2018

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)

	2014-2015	2015-2016	2016-2017	<<Prelim>> 2017-2018	Definitions
Police Reports	467	358	277	350	Documentation of incidents/crimes committed
Parking Citations	7,344	3,652	5,859	8,951	Enforcement of parking rules and regulations within the District
Citation Dismissals- Administrative (new category)	N/A	N/A	1,596	2,833	Citations dismissed under existing procedures and guidelines, mostly pursuant to one-time dismissal policy
1 st Level Appeals	655	522	425	729	Administrative review of parking citations, requested by violator
2 nd Level Appeals	30	28	41	36	Impartial third-party review of parking citations
Citation Dismissals – Appeals (new)	N/A	N/A	19	37	Number of citations overturned at 1 st or 2 nd level of appeal process
Citizen Assists	2,846	2,535	3,010	2,636	General Assistance provided to the public, staff and students.
Traffic Accidents	127	140	107	109	Investigate and document major vehicle accidents, facilitate exchange of information for minor (non-injury) vehicle accidents
Emergency Notification/Class Cancellations	104	111	84	78	Direct notification of class cancellations for instructor absence, and also locate and notify students of emergencies
Lost and Found	2,085	1,914	705	1,773	Lost and found items collected and processed. *New criteria to address health/safety and value of items stored implemented 2016-2017
Escort Service	2,777	2,142	2,699	2,161	Provide travel assistance to member of the campus community, and safe oversight for students/staff by request
Vehicle Stops	635	1,348	760	401	Traffic stops for violations of the California Vehicle Code
Field Interviews	319	330	250	320	Pedestrian stops for the purpose of educating members of the community about laws and policies, documented suspicious activity, etc.
Medical Assist	108	89	84	72	As first-response units, provide first-aid assistance and related transport services for illnesses and injuries occurring on campus
Alarm Response	785	710	700	838	Respond to automated alarms in classrooms and secure facilities
Permit Machine Detail	93	84	130	72	Retrieve money, provide maintenance and troubleshooting of permit machines in student parking lots

Contact for smoking policy	398	403	98	103	Contact with students in response to complaints about smoking policy violations (education and enforcement)
Contact for skateboard policy	452	625	240	186	Contact with students in response to violations of skateboarding policy
Student Conduct Violations	N/A	N/A	54	50	Number student conduct violations referred to Student Affairs
Number of Full-time Police Officers	7	8	7	12	Number of sworn, operational Police Officers on staff
Officer: Population Ratio	1:3,769	1:3,361	1:3,930	1:2,500	Ratio of Police officers to the number of Students/Staff served. Chancellor's office recommends a goal of 1:1,500
Rape Aggression Defense Course	2	2	3	4	Self-defense/awareness education offered to females in the District
Background Investigation Assist	279	293	206	204	Provide data for outside agencies regarding arrest/conduct of applicants for hire who have attended or worked for the District
Athletic Event Support	689	565	390	N/A	Staffing, parking, security and other accommodations for Athletic Department events * Data not recorded due to staffing shortage
Planned Event Support	1,263	1,129	785	N/A	Parking accommodation and support for the District regarding events and related needs for Police Department support

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

In June of 2018, Palomar College opened two Educational Centers in the communities of Fallbrook and Rancho Bernardo. In order to serve students, faculty, and staff the District approved the hire of two Police Officer positions. The Officers report to the Fallbrook and Rancho Bernardo Centers and work there 40 hours per week. An additional 40 hours of coverage is arrived through assignments of District and Short-Term Community Service Officers. This has resulted in the reduction of staff at the San Marcos and Escondido campuses. As a result, some data from previous years has increased and decreased due to staffing challenges.

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

Parking citations had an increase due to the hiring of more Campus Service Officers which improved parking enforcement capabilities. Along with the increase in parking citations comes an increase in citation dismissals and 1st Level Appeals; dismissals are a case to case basis. Every student and employee who have a parking permit are allowed one parking permit dismissal per semester.

Two full-time Police Officers were hired in order to fulfill service obligations at the Fallbrook and Rancho Bernardo locations. This positively affected our Officer to Population ratio bringing the Department closer to the recommended goal of 1 Officer for every 1,500 students.

The Police Department was unable to adequately account for the number of athletic event and planned event support for the past year due to staffing shortage.

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

With the continued growth of Palomar College, the Police Department is understaffed. With an increase in personnel, 2 full-time Dispatchers and 6 full-time Campus Service Officers, the Department could operate fully staffed while eliminating short-term positions; 2 full-time Dispatchers would eliminate 5 short-term positions and 6 full-time Campus Service Officer positions would eliminate 12 short-term positions.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's Strategic Plan 2019, describe/discuss the discipline planning related to the following:

Campus Police would like to hire 6 full-time Community Service Officers by Fall of 2019 to properly staff the Rancho Bernardo and Escondido Centers. This would eliminate the commute that the Department's short-term Community Service Officers are currently operating to fulfill safety patrols at the campus locations. Full-time staff would enhance the coverage by allowing Campus Police to station a full-time Community Service Officer at these locations to supplement officer coverage and ultimately create a stronger relationship with students and staff.

Campus Police moved into the new station November 2018 which increased the capabilities for the Emergency Operation Center. With the EOC having moved to the new Campus Police building, performing exercises and training to increase community preparation and readiness in the case of disasters could drastically better the entire community if an event were to occur.

Campus Police would like to implement Digital Parking Permits for Summer 2019.

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 2019 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?
a1.	Ballistic Shields – Level IV	3		Another aspect of readiness and officer safety for a worst-case scenario provides additional protection for responding officers in an active-shooter scenario involving high-velocity and large-caliber rounds. To provide adequate officer protection to address a civil unrest situation safely, effectively and with reduced	\$17,500	One-time	Police Department funding is inadequate to address this need at the present time to properly supply 3 centers.
a2.	Crowd-control protective shields (4)	4			\$1,000	One-time	The Police Department is likely to be able to fund this initiative

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 2019 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?
a3.	T3 Segway	2		<p>need to resort to force. Another aspect of readiness and officer/staff/property safety measures to address community needs and relationships.</p> <p>Allow Officers more mobility options in foot patrol environments to cover more ground in less time, less fatigue, and still remain in direct contact with their surroundings.</p>	\$15,000	One-time	<p>independently, assuming other more immediate needs find funding sources.</p> <p>Police Department funding is inadequate to address this need at the present time.</p>

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 2019 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?
b1.	Parking permit issuance by phone app	3	2.4	<p>To enable efficient and convenient purchase of parking permits by students and guests to the College, and to work in conjunction with license plate readers and the issuance of long-term permits.</p>	\$1,000	On-going	<p>Much of the cost for the service will be paid from transaction fees, by the purchaser. Ongoing software and maintenance fees should be manageable with the Department's resources</p>
b2.	Automated parking permit technology (License plate readers)	4	2.4	<p>Implement a "Digital Parking Permit" associated with student/staff license plate numbers, allowing for ease of issuance and reduced numbers of citations issued for the sake of forgotten parking permits on the part of members of the community, as well as drastic reductions in lines at Cashier's office and other points of permit distribution.</p>	\$12,000	One-time	<p>Much of the cost, as above, will be recovered through transaction fees. Additional costs are expected to be offset by savings from the current process, as well as reduced need for physical parking permits.</p>

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 2019 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?
b3.	CCTV cameras and monitoring equipment for SU Building	4		CCTV monitoring assists the Department in protecting the District's staff, students, guests and vendors, as well as its property. Additional cameras and the necessary equipment to monitor them, has been requested for the Student Union, for 4 cameras. In certain types of crimes and incidents, video evidence and observation is both a deterrent and an effective tool for investigation, and aids in timely response by Police Officers.	\$22,000	One-time	This request represents an institutional need, and the Department has not been funded adequately to cover the cost of implementation.

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 2019 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?
c1.	Medical Trauma Kits (3)	1		An important aspect of readiness for disaster is proper supplies of tools/supplies to be used to treat acute trauma from a number of hazards and potential dangers. Medical trauma kits will be issued to each officer on-duty, and available for deployment immediately upon any such type of trauma. This will help the department provide a safer working and learning environment, and to potentially save lives.	\$1,000	One-time, with some ongoing cost related to properly supplying the kits	The Department is currently exploring the possibility of obtaining a shared responsibility for funding this need through the office of Student Health Services, discussions remain on-going.

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 2019 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?
d1.	Training for Police Officers and staff (\$1,000/Officer)	2	Goal 4	The California Police Officer Standards and Training POST requires police officers to obtain 24 hours every two years for proficiency skills training in order to maintain certification. It is primarily offered in Riverside. Travel is often required and the cost may include hotel and per diem. Campus Police has requested \$1,000 per officer (12) to pay for on-going training. POST is temporarily stopping reimbursement for training. The police compliance coordinator is a new hire and needs continual training to maintain certifications in public records, Clergy Act and National Incident Management System to support the District's Emergency Operations Center.	\$25,000	On-going	In the past, the Police Department has been able to provide training through California P.O.S.T. reimbursements, which back-fill certain expenditures for the training of Police Officers. Unfortunately, P.O.S.T. reimbursements are on an indefinite "freeze" as funding to that oversight organization has suffered. As a result, Departments are being asked to shoulder the burden, which is not covered by the current level of funding provided to the Department.

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 2019 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?
e1.	Police Dispatcher (2)	1		Police Dispatchers serve an essential role in the operation of the Department, and to date it has been overly dependent upon the services of part-time staff to fill that role. With the addition of new and complex expectations, the implementation of new equipment, expansion of the District it serves, and growth in the size of the Department it is necessary to hire and retain proficient and well-trained Dispatchers to fill the role. Current short term staffing is 12. With the hiring of 2 FT Dispatchers we	\$158,000	On-going	Additional funding will need to be provided to fill this need.

e2.	Community Service Officer (6)	2	would reduce short term by 3-5 employees. , which improves the safety of Departmental and District staff, as well as students and guests to the District. Community Service Officers provide a very large range of services to the Department and to the District it serves. District CSO's will be permanently assigned to Rancho Bernardo and Escondido Center to supplement Police Officer coverage. This will create a more seamless service coverage for staff with one person assigned. It would also cut down on commuting time for CSO's to drive from San Marcos on a day by day basis. In an effort to reduce reliance on short term employment, Campus Police would like to employ 6 additional CSO's which would eliminate over 12-15 short term CSO's. Our current staffing is 25 short term CSO's for 24 hour coverage, 365 days per year. . CSO's provide parking services and enforcement, provide escort services to the community, take reports and conduct field interviews provide assistance in numerous ways to the community at large, including medical assists and lock-out/jumpstart services.	\$430,000	On-going	Some funding is available for the back-fill of vacated positions, but new funding will be necessary for the additional CSOs needed to serve the District's needs.
e3.	Police Lieutenant	3	Police Lieutenant would act as the liaison for the Police Department and center Directors. This would improve the communication amongst the satellite campus locations with the San Marcos Campus. In the event of a serious incident, the Police Lieutenant would coordinate multi-agency responses. Police Sergeants are directly responsible for the supervision of the officers and all personnel assigned under their command.	\$130,000	On-going	Funding needs to be provided for the position, as the additional cost is not offset by the collection of additional parking fees due to the new Centers' policies of offering free parking.
e4.	Full-time Sergeant	4	Police Sergeants are directly responsible for the supervision of the officers and all personnel assigned under their command.	\$125,000		Funding needs to be provided for the position, as the additional cost is not offset by the collection of additional parking fees due to the new Centers' policies of offering free parking.
e5.	Full-time Administrative Support Front Desk	5	Full-time Administrative Support for the front desk of Campus Police would reduce the need for part-time personnel due to the extended hours of operation during the week. The support would be knowledgeable on parking and citation procedures, answering inquiries, handling	\$75,000	On-going	Funding needs to be provided for the position, as the additional cost is not offset by the collection of additional parking fees due to the new Centers' policies of offering free parking.

					paperwork, and supporting other administrative roles in the Department.			
e6.	Police Officer I (3)	6			Increased Police Officer hiring would allow for 7-day per week coverage and an assigned Officer to the Escondido Center.	\$290,000	On-going	Additional District funding for Campus Police.

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 2019 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?
f1.	Part-time CSO's additional	1		Full-time staff would drastically decrease the number of part-time positions necessary to perform the tasks of this position. Currently, the department has part-time staff acting in lieu of full-time positions.			
f2.	Part-time Dispatchers	2		Full-time staff would drastically decrease the number of part-time positions necessary to perform the tasks of this position. Currently, the department has part-time staff acting in lieu of full-time positions.			
f3.	Part-time Administrative Staff	3		Full-time staff would drastically decrease the number of part-time positions necessary to perform the tasks of this position. Currently, the department has part-time staff acting in lieu of full-time positions.			

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.

The Palomar College Police Department is celebrating it's 20 year anniversary. As of this writing, Campus Police is moving into their state of the art Police Building, doubling its square footage and greatly enhancing technology in the Dispatch Center. An Emergency Operations Center was added to the building to support the District's role within North Community as a public safety and community partner.

On December 7th, 2017 a brush fire erupted alongside of Interstate 15 and the 76 freeway ultimately consuming 4100 acres and destroying over 100 homes and structures. The fire required many residents of San Diego's North County to evacuate their homes in some cases up to one week. Palomar College agreed to open their campus as a Red Cross Evacuation Shelter for those community members displaced by the fire. The shelter operated from 12/8-12/13 providing shelter and resources for upwards of 160 persons. The Palomar College Police Department operated a 24 hour response to this event, working 12 hour shifts every day during the operational period.

The Department hired three police officers and a police compliance coordinator. One officer was assigned to Fallbrook and the other Rancho Bernardo Educational Center. The other officer filled a vacancy. This allows 17 hour a day coverage five days a week for police officers, 10 hours on Saturday. The police compliance coordinator coordinates the District's Annual Security Report and maintains compliance with police record systems and the Jeanne Clery/VAWA Act.

Coffee with a Cop – National Initiative to create informal opportunities to interact with campus environment on San Marcos and Escondido and partnered with Mostra Coffee at Rancho Bernardo.

2nd Annual Public Safety Outreach – Police Officers from the Department coordinated a community event with local public safety, former Palomar College employees who have transitioned to permanent law enforcement careers and Gear Up. Over 850 people attended and it included a tour of the new police building.

Intern Program – In collaboration with a law enforcement education program at Mission Hills High School, four students participated in an intern program with Campus Police. They increased the education of the role of the police and assisted with various events. One member has been hired on as a Community Service Officer after serving as an intern.

In October 2018, the Palomar College Foundation was awarded grants through the County of San Diego. With this, Campus Police were asked to purchase two used police cars. The Police Department purchased two vehicles which extends support to satellite campus locations. This will assist in the transportation of our Campus Safety and Police Officers to our other campus locations, and aid in incident response times.

Basic Rape Aggression Defense and Advanced Rape Aggression Defense classes were hosted by Campus Police at the South Center. These classes are 12-hour trainings that are designed to maximize the physical defensive abilities of women by teaching the basic techniques for self-defense.

Campus Police Officers have provided Active Shooter training in classrooms for staff and students. Our Department also exercises Active Shooter trainings for our First Responder personnel.

For the start of the Fall 2018 semester, Campus Police connected with the student population at their "Ask Me" booth. This is a great way to get to know the campus community and allow people to ask questions related to policing practices and security on campus, parking questions, and more.

With the opening of the South Center and North Center locations, we have extended our security efforts to reach these campus communities by supplying CSO and Police Officers to these locations.

Campus Police have been diligently working towards gaining a social media platform for their department. This year the Palomar College Police Department's Instagram hit 1,000 likes.

Chief Moore has made a commitment for himself, or an Officer acting in his place, to contribute to the orientation for new hire or transferring employees given by the Human Resources Department. During the orientation, Campus Police will give a brief on the services the Department offers and a quick training video for active shooter response.

In efforts to keep current information, the Campus Police Department had updated their webpage to reflect the most up-to-date information.

Campus Police have taken the initiative to improve tactics and response efforts by attending training sessions. Two Officers attended the Psychiatric Emergency Response Team Training (PERT) in an effort to increase response effectiveness for people who are experiencing a mental health crisis. Two Officers attended a Threat Assessment Conference to learn about the best measures to take in an effort to protect victims of stalking, harassment, and other threatening situations. The goal is to have all Police Officers PERT training by June 2019.

By October 1st, 2018, the Annual Security Report for the college was published by Campus Police. This report contains crime statistics for the college for the last three years, information for emergency situations, campus policies, and much more. It is mandated by federal law that all entities for higher education who receive federal funding publish a yearly Annual Security Report that contains specific criteria. It is also required that each year the college submits the crime statistics to the Department of Education.

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.
Police Officers are required by California POST to obtain 24 hours of training every two years.

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

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

Chief Christopher Moore <i>Name</i>	Brittany Woolsey <i>Name</i>	Sgt. Michael Maines <i>Name</i>
----------------------------------------	---------------------------------	------------------------------------

Sgt. Scott Johnson <i>Name</i>	Candy Santos <i>Name</i>	Nieves Suarez <i>Name</i>
-----------------------------------	-----------------------------	------------------------------

Department Chair/Designee Signature

1-10-19

Date

Division Dean Signature

Division Vice President Signature

1/10/19

Date