

## Palomar College – Institutional Review and Planning Non-Instructional Student Services Programs

### Purpose of Institutional Review:

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.) Qualitative

### Palomar College Police Department Department/Discipline Reviewed

2007-08

#### 1. 3-year trend of quantitative data

Function	2004-05	2005-06	2006-07
Police Reports	332	292	479
Parking Citations	8,933	7,596	10,662
Traffic Citations	209	183	51
Radio Calls	1,552	2,424	3,241
Arrests	28	11	19
Citizen Assists	54	84	120
Vehicle Unlocks	314	279	315
Vehicle Jump Starts	256	299	295
Room Lock/Unlocks	722	740	1025
Traffic Accidents	47	78	78
Emergency Notifications/Class Cancellations	-	48	57
Lost & Found	-	1027	978
Escort Service	557	330	371
Vehicle Stops	709	469	466
Field Interviews	81	185	143
KIOSK Coverage/Parking Enforce	-	73	1719
Special Details (sky watch/NS bldg. security)	-	527	545
Alarm Calls	-	322	354
Permit Machines	-	101	171
Officer/Population Ratio	1/3,500	1/4,211	1/5,500
Number of FT Police Officers	10	6	6
Presentations Service	8	8	10
Rape Aggression Defense Course	-	-	1
Background Investigations	-	2	2
Athletic Event Support	5	5	29
1 <sup>st</sup> Level Parking Citation Appeals	428	366	458
2 <sup>nd</sup> Level Parking Citation Appeals	11	9	6
Planned Events Support	352	406	500

**2. Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.**

Within the past three years, the Palomar College student community population has increase by 11%. The staff/adjunct/faculty population has increased by 54%. In the three year trend data there are a number of noteworthy trends. The majority of these trends show a general increase in the demand for police services, with a decrease in appropriate staffing ratios. Palomar College Police Department is currently 56% below the average of police officer to population ratio for all San Diego County Community College and University Police Departments. Listed below are a few of the major increases/decreases in police services from 2005/2006 academic year to 2006/2007:

***Increases...***

- Police reports increased 64% (292 to 479)
- Radio calls increased 33% (2,424 to 3,241)
- Citizen Assists increased 26% (84 to 120)
- Student Escorts increased 12% (330 to 371)
- First Level Parking Citation Appeals increased 25% (366 to 458)
- Number of times a Community Service Officer covered the KIOSK 2254% (73 times to 1719 times)
- Athletic Event Support increased by 83% (from 5 events to 29 events)

*There was also an increase in arrests, vehicle unlocks, room unlocks, emergency notifications and class cancellations, alarm calls and planned event support. These increases show **a growing need for police programs and personnel** to correspondingly increase, so they can maintain the ability to support institutional effectiveness.*

***Decreases...***

- Traffic citations decreased by 132 (183 to 51) [72%]
- Vehicle Stops decreased by 3 (469 to 466) [0.63%]
- Field Interviews decreased by 42 (185 to 143) [22.7%]

*The decreases in traffic citations, vehicle stops and field interviews demonstrates that the police have less time to be proactive and stop problems before they have a chance to develop.*

Both the increasing trend needs for police services, with a corresponding decreasing trend of the police personnel to adequately address potential problems is alarming. This, combined with the overall increase in student/employee population over the last three years, illustrates an immediate need to increase police personnel, resources and equipment for adequate public safety and emergency preparedness.

**3. Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:**

PLAN – 2007-08	Assessment/Outcome – 2008-09
<p>a. Programs changes/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.)</p>	<p>1) Perhaps the most pressing issue for planning with the police department as it directly affects student/staff/faculty interaction is the officer/population ratio. In 2004/2005 school year the ratio was 1 officer per 3,500 people. In 2005/2006 the ratio dropped to 1 officer per 4,211 people. This year, the ratio has continued to drop and is at 1 officer to <b>5,500</b> people (based on 6 officers). This ratio not only demonstrates the disproportionate amount of people on campus that each officer is responsible for serving; it highlights the extreme <b>decrease in public safety</b> occurring each year.</p> <p><i>*(Note – Palomar College has the lowest officer to population ratio out of all the colleges and universities in San Diego County)</i></p> <p>2) <u>Emergency Preparedness</u></p> <p>The officer to student/employee ratio problem is compounded with rising homeland security issues, more and more students carrying weapons on campus, an increase in on campus assaultive and deadly behavior (as seen at Northern Illinois University and Virginia Tech), and an increase in national demands for campus safety (Clery Act).</p> <p>In conclusion, the police department has the following planning needs/recommendations:</p> <ol style="list-style-type: none"> <li>1. Improve staffing levels, equipment needs and program requirements to stay in compliance with CLERY.</li> <li>2. Increase communication with staff/faculty about crime prevention and community education.</li> <li>3. Emergency Preparedness planning/training within the police department.</li> <li>4. Training faculty and staff what to do in emergency situations (a collaborative effort with the facilities planning manager).</li> <li>5. Implement a plan to replace outdated and inadequate equipment.</li> </ol>

**4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:**

PLAN 2007-08	Assessment/Outcome – 2008-09
<p><b>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</b></p>	<p>Dispatch Center Equipment (console, headsets, back-up generator, color printer, etc.); enough radios to outfit each officer on duty.</p>
<p><b>b. Budget - budget development process, one-time funds, grants, etc.</b></p>	<ul style="list-style-type: none"> <li>- Budget stabilization with the general fund</li> <li>- Grants for equipment (vests, emergency software &amp; laptops, police vehicle equipment)</li> </ul>
<p><b>c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</b></p>	<ul style="list-style-type: none"> <li>- Facility security (key cards, perimeter cameras, front access control/renovation)</li> <li>- Office space; cargo container for storage; expanded room(s) for increase amounts of records and/or technology to digitize records.</li> </ul>
<p><b>d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</b></p>	<p>Not (directly) Applicable</p>
<p><b>e. Staff position (s) - changes staffing needs due to program growth, new technology, etc.</b></p>	<p>Three additional dispatchers (full time), Additional Officers (4 projected), additional Community Service Officers (2 projected); Records Supervisor, Full time (non-student) front desk clerk.</p>
<p><b>f. Other</b></p>	<p>The development of specialized numbers for police (example 760 – 744 – HELP for police or 760 – 744 – WALK for escort, etc...)</p>

**5. Discuss one department/discipline goal linked to Palomar’s Strategic Plan 2009 and how it will support the success of students.**

Resource Management – Utilize existing human, physical, technological, and fiscal resources efficiently and effectively and increase external funding. This will support student success by creating a safe and secure educational environment.

Facilities Improvement – Measures need to be taken to ensure the security of the police department. The front door to the police department is open during business hours, and there is no barrier in the lobby preventing patrons from walking into the interior of the police department. Also, traditional locks should be replaced with key card access systems so lost/stolen keys will not be a safety concern (one key card is much easier to replace than trying to re-key a building). Key cards are also much more cost effective as agency’s employees grow in number.

**6. Student Learning Outcome progress:**

a. Describe a learning outcome at the program level and the assessment method used to measure student learning of that outcome.

N/A

b. Describe a learning outcome that is difficult to assess.

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Sexual Assault Workshop / Rape Aggression Defense.

**7. Describe a department accomplishment that you would like to share with the college community.**

Successful coordination of the six (6) bomb threat calls to campus (evacuations, coordinating with other agencies, etc.), with a subsequent investigation and search warrants written that lead to the arrest of the suspect. Due to the low levels of staffing officers were taken out of the field to investigate the case. In addition, the San Diego District Attorney's Office was unable to use valuable evidence due to the lack of technology in the police department's dispatch center.

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

- Monitor the number of calls that come into dispatch to adequately assess rises and falls in students/staff needing police resources.
- Monitor the number of flag downs (a "flag down" is when citizens stop the police for a question or temporary assistance for non-criminal matters) by citizens, students, faculty and staff to have a more accurate account of the need of police services.

**9. For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.**

POST Background Investigations audit

POST Training audit

Department of Justice audit(s)

- o Security audit
- o CORI (Criminal Offender Record Investigation) audit
- o DMV audit
- o For training audits, we need to backfill for training

**10. Other comments, recommendations**

(None)

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

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February 25, 2008

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**Name/signature**

**Date**