

All Fields Report

Program Overview

Program	Campus Police
Does this program have a CTE component?	Yes
Academic Year	2014/2015
Review Period	6 Year
Service Areas	

Program Description and Goals

This section addresses the big picture. Prompts should help you describe your program and goals and the relationship to the institutional mission, vision and goals, and how the program is funded.

1. Describe the program and/or service area under review and how the program supports the mission of Santa Monica College.

The Santa Monica College Board of Trustees recognizes the need for a safe and secure learning environment and established Board Policy 2415-Campus Safety which states:

“The Board of Trustees recognizes the importance of faculty, staff, students, and the community to a safe campus environment. Violent or coercive behavior or the threat of such behavior will not be tolerated. The district, through the development and enforcement of violence prevention procedures, will seek to provide a safe environment for students, staff, and faculty”.

The Board of Trustees further developed the District’s policy manual and created The Santa Monica College Police Department under Board Policy 2420. The sworn members of the Santa Monica College Police Department adhere to the same state standards as municipal and county law enforcement agencies as set forth by the State of California for peace officer. The state department charged with monitoring and compliance to the state standards is the California Commission on Peace Officers Standards and Training (POST) and POST requires participating agencies to strictly comply with hiring, retention, and training standards.

The Santa Monica College Police Department implemented a “community based” policing philosophy prior to the 2003 Program Review and we have continued to use this philosophy. The community based policing philosophy encourages sensitivity to constituents within the environment which we serve in order to promote effective communication between the Campus Police Department and the larger college community. This philosophy has been enhanced recently with the addition of a “teaching and helping” educational component as opposed to enforcement only. Prioritizing the needs of the campus community provides for the ability to create dialogue among all constituent groups in order to foster more harmonious relationships. The use of effective communication also offers greater opportunities to clarify the roles and responsibilities of all groups, while learning to respect and understand each other’s individual needs and desires.

The development of a motto for the Campus Police Department was critical in order to support the goals of the community policing philosophy. Although quite simple, it really states the reason for having a Campus Police Department:

“Safety for the College Community”

Another critical component which was reviewed by members of the entire Department for content and applicability is the present Mission Statement:

“The mission of the Santa Monica College Police Department is to provide law enforcement, crime prevention,

investigation, security, parking, and traffic control services to the large SMC community. Our department is dedicated to providing a safe and nurturing environment by working closely with all college stakeholders, local law enforcement agencies, and the community at large in a collaborative effort to prevent crime and ensure the safety of everyone on campus”.

The mission of the Campus Police Department is to provide a safe and nurturing community to develop student scholars and the responsibilities of Department members are numerous. While respecting the individual rights of all those within the campus environment and treating everyone with dignity and respect, there are many requirements within which the Campus Police Department must operate. The requirements include the enforcement of the Santa Monica College Policies and Procedures, city and county ordinances, as well as state and Federal laws in order to maintain a peaceful environment in which all college community members feel safe and can learn. The Campus Police Department also publishes the crime statistics for the previous three (3) years in compliance with the Crime Awareness and Campus Security Act of 1990, also known as the Clery Disclosure Act. The current statistics, in compliance with Federal law, are attached to the end of this Program Review as an Appendix.

The Campus Police Department strives to protect the constituent group members while also safeguarding the property owned by both the college and those persons on-campus as a student, faculty, staff, and visitors. While protection of life, property, and safeguarding are vital characteristics of the Campus Police Department, the training of our larger college community in areas such as active shooter, personal safety, crime prevention, emergency preparedness, employee safety practices, and other prevention programs are important operational activities as well.

The training in Active Shooter protocol was paramount in the survival of nine (9) employees and students in the Library on June 7, 2013 when a gunman opened fire with an automatic rifle attempting to kill those inside of a room in the Library. According to the victim survivors, the training provided by the Campus Police Department saved their lives when they knew what to do. Those members of the Library staff were truly heroes on that day.

Working closely with several other College departments such as Student Health Services, Psychological Services, Risk Management, Safety, Student Discipline, the Crisis Prevention Team, and Athletics, we are fostering the embodiment of the “whole student” concept by providing healthy and save choices for our large student population before issues become problems.

The Campus Police Department operates 24 hours a day, seven days a week to provide police, security, and parking services for the main campus as well as the satellite campuses and locations. The “off-campus” locations include the Administration Complex (2714 Pico Bl.), the Airport Campus, the Bundy Campus, the Emeritus Campus, the Madison and Broad Theatre Campus and its related offices located at 919 Santa Monica Bl., and the Academy of Entertainment Technology Campus (currently relocated for construction and holding classes on the Airport and Bundy Campuses), the Alumni Association and Student Testing Center (located at 1510 Pico Bl.), the SMC Foundation Building (located at 1516 Pico Bl.) and the District Warehouse (located at 1914 14th St). All of these locations are within the City of Santa Monica with the exception of the Bundy Campus, which is located in the City of Los Angeles bordering Santa Monica.

The Campus Police Department is located at 1718 Pearl Street, just south of the main campus, and, as stated, operates 24 hours a day, seven days a week, including holidays. The Campus Police Department’s phone numbers are (310) 434- 4608 during business hours; and, 24 hour a day emergency line at (310) 434-4300 going directly into the Dispatch Center

The Campus Police Department presently employs a Chief of Police, one (1) Police Captain, two (2) Police Sergeants, nine (9) Police Officers, sixteen (16) Parking Enforcement Officers, six (6) Dispatchers, and two (2) Office Support Staff-an Administrative Assistant I and a Police Services Assistant.

The Campus Police Department is presently recruiting for the positions of Police Officer-Lateral Entry (3), and Police Officer-Trainee (3). The positions are presently funded and testing has commenced for both positions. With these added positions, the Campus Police Department will still need an additional four (4) police officers to bring the department to full staffing.

In addition to filling these positions, the Campus Police Department anticipates opening up recruitment to fill an open

Police Sergeant's position within the next six months.

2. Identify the overarching goal(s) or charge/responsibilities of the program or service area. If appropriate, include ensuring/monitoring compliance with state, federal or other mandates.

The primary goal of the Santa Monica College Police Department is to provide a safe environment in which learning can take place and the rights of all persons are recognized and respected.

The Campus Police Department operates 24 hours a day, seven days a week to provide police, security, and parking services for the main campus as well as the satellite campuses and locations. The sworn members of the Santa Monica College Police Department adhere to the same state standards as municipal and county law enforcement agencies as set forth by the State of California for peace officer. The California Commission on Peace Officers Standards and Training (POST) regulates compliance and POST requires participating agencies to strictly comply with hiring retention, and training standards.

The "off-campus" locations include the Administration Complex (2714 Pico Bl.), the Airport Campus, the Bundy Campus, the Emeritus Campus, the Madison and Broad Theatre Campus and its related offices located at 919 Santa Monica Bl. , and the Academy of Entertainment Technology Campus (currently relocated for construction and holding classes on the Airport and Bundy Campuses), the Alumni Association and Student Testing Center (located at 1510 Pico Bl.), the SMC Foundation Building (located at 1516 Pico Bl.) and the District Warehouse (located at 1914 14th St). All of these locations are within the City of Santa Monica with the exception of the Bundy Campus, which is located in the City of Los Angeles bordering Santa Monica.

In addition, the Department directs the Emergency Preparedness goals, set by the Board of Trustees and the President, by providing training in Emergency Preparedness, College-Community Emergency Response Team (C-CERT), Building Monitor program and by serving as members of both the Emergency Preparedness Community and the Emergency Preparedness Task Force.

Police Staff also work closely with several other College departments such as Student Health Services, Risk Management, Safety, Psychological Services, Student Discipline, the Crisis Prevention Team, and Athletics in order to address behavioral, physical and mental health issues before they cause disruption to the learning environment.

3. If applicable, describe how the Institutional Learning Outcomes (ILOs), Supporting Goals, and/or Strategic Initiatives of the institution are integrated into the goals of the program or service area.

The Santa Monica College Police Department supports the College's goal of student success by providing a safe learning environment for students, faculty and staff to work and succeed within. This is a result of a pro-active; community based policing approach to maintaining good relations with parties and organizations both on campus and within the greater areas surrounding our campuses and by forming partnerships as appropriate.

4. If your program receives operating funding from any source other than District funds identify the funding source. If applicable, note the start and end dates of the funding (generally a grant), the percentage of the program budget supported by non-District funding, and list any staff positions funded wholly or in part by non-District funds. Do not include awards for non-operational items such as equipment (ex. VTEA) or value added activities (ex Margin of Excellence).

In addition to District Funding, the Campus Police Department receives approximately \$10,000 in Traffic Enforcement related fines and forfeitures each year from the State of California. These statutorily restricted funds, which are derived from traffic court fees and judgments, must be used for traffic enforcement related services, equipment and training.

Populations Served

In this section you will provide information that describes who your program or service area serves. When comparing data

from different periods, use a consistent time frame (ex. Compare one fall term to another fall term)

Saved Information For Populations Served

Area/Discipline Information Pertains To

Campus Police

1. Describe who your area serves (students, staff, etc.) – both directly and indirectly. If pertinent, indicate variables such as ethnicity, race, gender, age of your client base.

The Campus Police Department serves all students, staff and faculty of the District in addition to visitors, vendors and limited assistance to the communities surrounding our locations within the Cities of Santa Monica and Los Angeles.

While the student population numbers and demographics have changed, especially with the fiscal difficulties endured by the State of California during the economic downturn, our student population (our prospective service base) was recently defined (Spring 2014) as being comprised of 32,297 Students. Of these students, 29,339 are enrolled in credit classes and 3,588 are enrolled in non-credit (only) classes. Of the students enrolled in credit classes, 34.3% are full time (12+ Units) and 65.7% are part-time enrollees.

Our credit students have varied educational goals including:

- 74.3% Transfer
- 6.8% Associates Degree
- 1.5% Certificate
- 5.1% Career
- 3.1% Four-Year Student
- 4.5% Education Development
- 4.3% Undecided
- 0.5% "Other"

In terms of ethnicity/race, our credit students are broken down as being:

- 14.9% Asian/Pacific Islander
- 9.1% African American
- 36.6% Hispanic
- 0.2% Native American
- 27.2% White
- 3.9% Multiple Ethnicities
- 8.1% Unreported Ethnicity/Race

Our students are also from numerous areas and of varied nationalities including:

- 82% California Residents
- 5.8% Out of State Residents
- 12.0% Non-US Residents

Our students are fairly close in gender numbers with males (48.3%) outnumbered by females (51.7%).

Broken down by age, our student population is typical of most colleges and is weighed heavily towards youth with the average age of 24.4 years.

- 26.1% are 19 or Younger
- 45.3% are aged 20 to 24
- 12.8% are aged 25 to 29
- 9.0% are aged 30 to 39
- 3.6% are aged 40 to 49
- 3.2% are aged 50 or Older

2. Discuss any significant change(s) in the population(s) served since the last full program review and the possible reasons for the change(s).

Our student (potential service) population is the same as the District's demographics. Our student service population has remained the same as the overall College student population.

Program Evaluation

In this section programs/units are to identify how, using what tools, and when program evaluation takes place. Evaluation must include outcomes assessment as well as any other measures used by the program. Please use Section D to address program responses to the findings described in this section.

Programs/units with multiple disciplines or functions may choose to answer the following questions for each area. If this is your preferred method of responding, begin by selecting a discipline/function from the drop down, answer the set of questions and click "Save", your answers will be added to the bottom of page. Do this for each discipline/function. If you would like to answer the questions once, choose "Answer Once" from the drop down.

How would you like to answer these questions?

Saved Information For Program Evaluation

Area/Discipline Information Pertains To

Campus Police

1. List your administrative unit UOs.

UO statements focus on service or operational outcomes such as:

- *Volume of unit activity*
- *Efficiency (responsiveness, timeliness, number of requests processed, etc.)*

- *Effectiveness of service in accomplishing intended outcomes (accuracy, completeness, etc.)*
- *Compliance with external standards/regulations*
- *Client/customer satisfaction with services*

#1. Through their daily experiences at SMC, students will have a perception of being safe while on campus. They will acquire the self-confidence while walking throughout the parking structures, campus and to and from their classrooms.

#2. Through their daily experiences at SMC, students will have a perception of being safe while on campus. They will acquire the self-confidence to park in the off-site facilities and utilize the transportation system set-up for students

2. Describe when and how the program assesses these UOs and uses the results to inform program planning including:

- **how outcomes are assessed and how often**
- **the assessment tool(s) used**
- **the sample (who gets assessed)**
- **how and when the program reviews the results and who is engaged in the process**

#1. This SLO can be measured through a random sample student satisfaction survey with questions such as, "How pleased are you with safety on your campus?" This survey is conducted once a year at graduation and includes both daytime and nighttime students.

The survey results are reviewed by Campus Police Command Staff and be used to target areas where students do not feel safe. These areas may include campus "dark spots", traffic issues, and escort services.

#2. This SLO can be measured through counts of vehicles parked at off-site parking facilities and the number of students utilizing the bus/shuttle system. It could also be measured by a survey of several hundred random students utilizing the off-site parking facilities. The survey would be used to gather information on how they received information about the off-campus parking facilities and their satisfaction after using them. Either type of "survey" could be conducted on a yearly basis to see how our efforts to disseminate parking information and determine utilization rates are received.

The survey results have been reviewed by Campus Police Command Staff and shared with Transportation and other Departments to determine where our efforts are working and determine where additional effort needs to be made. This would include the shuttle schedules to coincide with peak times of student usage.

3. What other evaluation measures does your administrative unit use to inform planning? (For example, completion of program goals, program activity, content review, opinions of clients, etc.) Note your target goals and whether your unit is meeting them.

None at this time.

D1: Past year's Objectives

As part of the planning process, programs are expected to establish annual objectives that support the program's goals. Please document the status of the program/function's previous year's objectives. Add comments if you feel further explanation is needed.

Objectives

Objective:

<p>1. Strive to continually update the training for all of the members of the Campus Police Department including C-CERT training, Building Monitor training, and emergency preparedness training.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> The Campus Police Department embarked on this issue and to date, we have 80 staff and Police Cadets who have completed the training.</p>	
<p><u>Objective:</u> 2. Select and purchase the necessary emergency equipment for district-wide distribution during emergencies and disasters.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> The Campus Police Department was able to purchase emergency supplies and outfit several supply boxes located throughout our campuses. Please see additional information below.</p>	
<p><u>Objective:</u> 3. Train those members of the College community via tabletop exercises that will be in positions of responsibility during emergencies as delineated on the Emergency Operations Plan.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> The Campus Police Department has held several trainings for the Senior Staff of SMC. Several members of the Senior Staff have taken the Federal Emergency Management Agency (FEMA) 100 series training for Higher Educational Institutions.</p>	
<p><u>Objective:</u> 4. Develop a complete training schedule for all staff and faculty to understand their roles during an emergency or disaster.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> Through the Office of the Student Services Vice President, the Campus Police Department embarked on the “Building Monitor” training program for management, staff, and some faculty members. This training was mandatory for managers. Please see additional information below.</p>	
<p><u>Objective:</u> 6. Work more closely with Business Services and Facilities in order to develop more comprehensive plans for the placement of emergency “blue” towers and security systems throughout the college facilities.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> The Campus Police Department has worked very closely with Facilities Management in order to place the emergency towers throughout the District. Please see additional information below.</p>	
<p><u>Objective:</u></p>	

<p>7. Work collaboratively with the Crisis Prevention team to develop a district-wide website showcasing the many capabilities of the team.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> The Campus Police Department is a member of the Crisis Prevention Team and has worked collaboratively with the “team” on many issues related to student conduct.</p>	
<p><u>Objective:</u> 8. Further develop and maintain close working relationships with the neighborhood associations around our campus facilities in order to generate less neighborhood complaints and issues.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> This is an area where the Campus Police Department has excelled. The neighborhood complaints for traffic related issues have dwindled to a total of three (3) from well over 100 at the beginning of the semester traffic. The Friends of Sunset Park have spoken to the Board of Trustees and sent e-mails thanking the Campus Police Department for the effort to be “better neighbors”.</p>	
<p><u>Objective:</u> 9. Develop and implement a tracking system whereby the Dean of Student Discipline is always copied on incidents involving students and the Campus Police Department.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> This was completed and expanded to include students and others who receive Campus Stay Away orders from the Campus Police Department for 7-14 days.</p>	
<p><u>Objective:</u> 11. Continue to update the Campus Police Department website with important and updated information which is of value to the larger college community.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> This is completed monthly or as needed in order to inform our larger campus community of important information both inside and outside of the large SMC community.</p>	
<p><u>Objective:</u> 12. Develop a premier model of “customer service” which is designed to promote positive relationships with the larger college community.</p> <p><u>Status:</u> Completed</p> <p><u>Comments:</u> We strive to be customer service oriented and have worked diligently to promote relationships both inside and outside of SMC. Please see additional information below.</p>	
<p><u>Objective:</u> 14. Develop new pamphlets for Emergency Preparedness, Disaster Management, and Student Safety for district-wide dissemination.</p>	

Status: Completed

Comments:

Completed-please see below.

Looking Back

In this section, please document what you did last year as a result of what you described in Section C.

1. Describe any accomplishments, achievements, activities, initiatives undertaken, and any other positives the program wishes to note and document.

Dr. Chui Tsang convened several committees throughout the SMC campus under the Office of the Vice President of Student Affairs after the June 7, 2013 shooting incident which culminated in the SMC Library. The Campus Police Department was an integral member of several of these high profile committees which were designed to provide a safer and more secure environment for the entire college community after the June 7, 2013 shooting.

The sum of the events that occurred prior to the the June 7, 2013 shooting incident really "honed" our capabilities to deal with the shooting incident as we were able to use our emergency communications system(s), practice lock-downs and shelter in place, and evacuate students staff and faculty. The incidents included:

Tuesday, April 3, 2012-Pepper Spray Incident

Tuesday, April 23, 2013-Bomb Threat during the Annual Transfer Fair

Saturday, May 4, 2013-Suicide "On-Campus"

Thursday, May 16, 2013-LA County Active Shooter

Friday, June 7, 2013-SMC Shooting

The following improvements are more of a direct result of the shooting incident and pushed safety, security, and emergency preparedness to the forefront of all issues on the campus.

Prior to the June 7, 2013 Shooting Incident:

Notification system:

Black Board Connect (Limited messaging)

Office phones

PA Towers (Used as emergency phone towers)

Presently:

New Notification System-A single notification can be set to all devices:

1,200 new voice and text messaging telephones (every classroom)

Popup notification on all College desktop computers

Talk-a-Phone emergency call towers (PA Towers)

Blackboard Connect mass email, voice, and text messaging (Unlimited messaging)

Digital signage

IP speakers and message boards

Library paging system

Bookstore paging system

Twitter

Notification to off-campus sights (Pool, Virginia Park, Malibu Location)

Prior to the June 7, 2013 Shooting Incident:

Locking Mechanisms/Systems

Several buildings have remote locking capabilities

Various classrooms do not lock

Many faculty did not have keys to classrooms

Presently:

Conducted Assessment of College Emergency Systems and All Buildings:

Cameras-upgrade

Dispatch Center-upgrade

All doors and windows inspected

PA Towers operational in open areas

Radios: All building monitors

Satellite radios: Senior administration

Upgraded faculty keys

Prior to the June 7, 2013 Shooting Incident:

Website was not regularly utilized

Emergency Preparedness was not part on campus culture

Training was offered but sporadically attended

Presently:

Opening Day, Fall, 2013-Dedicated to Emergency Preparedness Training

Training offered every Friday

Mandatory training for staff

College-Community Emergency Response Team (C-CERT) available

Comprehensive emergency information on website, in classrooms, and in paper form (red folders)

Building Monitor training (Identified staff and all managers)

Senior administration: Training of notification protocol and system

Emergency Preparedness website added "student" and "faculty" sections

Summary:

The above listed information was designed to train and inform all of our constituency groups on campus about appropriate measures to take in the event of an emergency. To that end, the Police Department has held multiple training sessions in order to train faculty and staff on duties associated with emergency situations which included C-CERT training, Building Monitor training and CPR/First Aid and AED training. As a part of the continued training, education and information, we have added a "Faculty" tool box and a "Student" tool box to the website which was developed and dedicated to Emergency Preparedness.

Through the training programs, we are reaching out to students with a dedicated liaison, Sergeant Mark Kessler, who attends the AS meetings and provides presentations and facilitates discussions with the student groups. We have also made direct emergency preparedness presentations to several faculty departments and had an entire "opening day" dedicated to college safety and emergency preparedness.

2. Summarize how the program or service area addressed the recommendations for program strengthening from the executive summary of the previous six-year program review.

Based upon the recommendations provided, we have continued in our efforts to strengthen our program by:

1. Using data made available by our records management system (RIMS) and through expanding the data collected on areas such as vehicle/suspect descriptions and by observations of trends while analyzing our crime reports, we have been able to focus on areas and times where crime and/or activities were disturbing the learning environment. Many times these issues have been addressed by the mere presence of officers or by working in concert with staff or faculty in the area affected.

2. We have continued to provide training and direction to our Parking Enforcement Officer corps in order to motivate them and solicit their active engagement in the college community. They have been trained in areas of emergency response as part of the C-CERT (College-Community Emergency Response Team), updates on first aid and CPR and through outreach efforts in classes such as "How to Live a Happier Life", which was taught by SMC Faculty Member Rosalyn Kahn.

3. SMCPD has a training room including a television for showing training videos and several computers for officers to complete assigned (or voluntary) on-line training. We have continued to send officers to training with local agencies, such as the Santa Monica and Gardena Police Departments and to training accredited by state Police Officer (POST) standards.

4. We have a police sergeant assigned as a liaison to the college's Associated Students (Student Government) to support dialogue on issues affecting students and the campus at large. We have also met with their representatives to help them plan peaceful protests over "hot-button" issues.

5. We continue to work and train on a continuing basis with both the Santa Monica PD and the LAPD. We have also worked at forging partnerships with the UCLA PD and Los Angeles County Colleges and Universities through a Los Angeles County Sheriffs crime consortium.

6. We have worked, as part of the Emergency Preparedness group and the Crisis Prevention Team, to develop and distribute numerous pamphlets and guides to aid students, staff and faculty in areas such as evacuations, preparing for various types of emergencies including earthquakes, fires and active shooters, dealing with student mental health issues and students causing disruptions and we also publish crime statistics. In addition, we work with the Corsair newspaper to

provide them with crime information and safety tips for our students. We have also taught no less than 25 classes on emergency preparedness to students, staff and faculty and continue to teach the course as part of new employee orientation and as requested as a refresher.

7. Department Motto & Mission Statement:

Department Motto

"Safety for the College Community"

Mission Statement

The mission of the Santa Monica College Police Department is to provide law enforcement, crime prevention, investigation, security, parking, and traffic control services to the large SMC community. Our department is dedicated to providing a safe and nurturing environment by working closely with all college stakeholders, local law enforcement agencies, and the community at large in a collaborative effort to prevent crime and ensure the safety of everyone on campus

8. We are an integral part of the District's Emergency Preparedness program as directed by Vice President Tuitasi. We have sat on various emergency preparedness task forces and work group and Captain Bottenfield chairs the Emergency Preparedness Committee. We have continued to work with various entities within the college to expand the C-Cert Team, obtain and deploy additional AED's and Evacuation Chairs and develop an expanded capability to respond to long-term emergencies (over 24 hours) involving our campuses and those who may be stranded on them after a disaster.

9. The College has had two Emergency Operations Centers running since at least 2009. The main EOC was located in the Media Center building and is currently unavailable due to major construction/renovations (It is anticipated that it will become available again by July of 2015). A back-up EOC has been established in the Police Department's briefing room and is available as needed. In addition to these locations, the police department is also developing a vehicle that can be used as a mobile command post for short-term incidents or a limited capability EOC in the event of catastrophic building loss in a major disaster.

10. Officers are issued one uniform per year and may purchase additional uniforms that meet department standards on their own. With the Chief's approval of a uniform that is more amenable to the needs of today's working patrol officers, the functions of several of the non-standard uniforms of the past have been addressed. Officers are also issued a standardized handgun for uniform purposes.

11. The department has been changing since the arrival of Chief Vasquez in 2008. We have worked towards being a part of many groups and a vital resource to Santa Monica College. We continue to train our staff for everyday activities and for major occurrences (both planned and unplanned). While being short staffed has caused our changes to move at slower pace than desired by the Command Staff, we have never wavered in our desire to be the best.

3. Describe any changes or activities your program or service area has made that are not addressed in the objectives, identify the factors (e.g., licensure requirements, state or federal requirements, CCCO mandates, regulations, etc.) that triggered the changes, and indicate the expected or anticipated outcomes.

The Campus Police Department embarked on an ambitious training program throughout the South Bay Regional Training Consortium and the City of Santa Monica Police Department shortly after the previous Program Review. The training was necessary in order to develop the "rapid response" we would have wanted if we had an emergency on campus. Unfortunately, we had several emergencies as listed below.

April 3, 2012-Pepper Spray Incident

A Santa Monica College Police Sergeant used pepper spray on a hostile mob, led by leaders of the Student Organizing Committee (SOC), who were attempting to physically force their way into a regularly scheduled Santa Monica Community

College District Board meeting in direct violation of *California Penal Code 403*.

As a result of a review of this incident, changes including a standardization of the type and strength of pepper spray issued to officers and better contingency planning, along with ensuring that the incident commander was not directly involved in the incident were implemented.

In 2013, we had several incidents requiring multi-agency police and fire assistance and they are listed as follows:

Tuesday, April 23-Bomb Threat during the Annual Transfer Fair

With over 150 participating colleges and universities in attendance, a note was found in the Women's restroom in the Library. The Campus Police Department contacted Santa Monica Police and Fire and evacuated the entire quad. There were no devices located and this incident helped refine our internal and external communication procedures, including identifying and authorizing a larger contingent of "Senior Staff" to author and distribute messages.

Saturday, May 4-Suicide "On-Campus"

On a Saturday afternoon, a male adult succeeded in killing himself by jumping from a parking structure. Although this incident occurred on a Saturday, it refined our messaging and communication with our internal partners and externally, we worked very closely with the LA County Coroner's Office and Santa Monica Police and Fire to handle the victim's family, students in the area and a large group at the pool for a swim meet.

Thursday, May 16-LA County Active Shooter

This incident occurred when a person called several police agencies throughout LA County stating he was bringing a gun to campus and wanted to die at the hands of law enforcement. Several of our sister institutions such as Glendale College, Long Beach College, and East LA College were all "locked down". After receiving a call here at SMC, we were able to determine that the subject was a current SMC student. We were also able to locate his car in our parking structure and knew he was "on campus".

Within minutes, the Campus Police Department was setting up a command post in order to deploy the several police officers and agencies responding to SMC through a call for mutual aid. We initiated a campus wide "lock down" via e-mail, text, and phone call and the student/suspect received the text information. He decided to go to Student Psychological Services, where he was taken into custody.

All of these incidents within the short time frame helped the Campus Police Department become familiar with the policies and procedures of several of our neighboring police agencies. All of these incidents would prove crucial in ending the shooting rampage of June 7, 2013.

Friday, June 7-SMC Shooting

On June 7, 2013, as the City of Santa Monica was hosting President Barack Obama as he met with local entrepreneurs, politicians, and supporters. In another part of Santa Monica, John Zawahri, a 23 year old male who was suffering from mental illness, put into action his plan of mass death and destruction that would forever change the tranquility and innocence of the SMC community.

At 11:52 a.m., after murdering his family members, Zawahri set fire to the home and took a female driver hostage in order to get a ride to SMC. Eight minutes later, Zawahri enter the main campus of SMC and began shooting. After murdering three people, his shooting spree was ended by a team of SMC and Santa Monica City police officers in the library.

All of these incidents caused the Campus Police Department to make changes that culminated in the rapid response by all the police personnel on June 7, 2013 and have truly made us a better Campus Police Department. Our current training program between the City of Santa Monica Police Department and the Santa Monica Campus Police Department has become the model for collaboration and cooperation between municipal and college and university police departments.

In addition, the campus police department has also served on a task force and in workgroups to identify and correct areas that were not at the level of "Best Practices" for learning institutions. Among these were equipment and preparation for emergency responses, including cameras, training of District staff and other applicable items.

4. If your program received one time funding of any kind indicate the source, how the funds were spent and the impact on the program (benefits or challenges).

N/A

Moving Forward

Discuss and summarize conclusions drawn from data, assessments (SLO, UO) or other evaluation measures identified in Section C and indicate responses or programmatic changes planned for the coming year(s) including:

- **how the assessment results are informing program goals and objectives, program planning, and decision-making**
- **specific changes planned or made to the program based on the assessment results**

Set #1. Campus Police

As part of maintaining a safe campus environment in which students continue to feel, and are aware, that the college is planning for the their safety and well being during regular operations and during emergencies, the Department will be working on several equipment upgrades/purchases and offering training to students. Based on information received through surveys and actual operational reviews after the May 16th, 2013 and June 7th, 2013 incidents, several areas were identified that needed upgrades or additional training:

1. As part of the Emergency Preparedness plan, the Department has ordered three trailers to be stocked with Emergency Response supplies and equipment. One of the trailers will be stationed on the main campus and two will be located off of the main campus in order to ensure that a disaster could not destroy all three simultaneously.
2. The Department will be equipping a Chevrolet Tahoe to act as a mobile command post and will also equip it so it is able to move (tow) the Emergency Response Trailers (above) to wherever they may be needed. At least one additional SUV needs to be purchased and upgraded to handle these tasks once funding is identified.
3. The Department, working with the Emergency Preparedness Taskforce, will continue working on the upgrade of camera and emergency notification systems. Part of this process will also include the review and upgrade of remote door locking systems.
4. The Department will continue to work with Senior Staff and the Emergency Preparedness group to provide on-going training for the roles that members of the Senior Staff will fill in event of a Disaster.
5. The Department will continue to offer additional Emergency Preparedness classes which will be open to students, staff and faculty.

Set #2. Traffic and Parking

In addition to the steps listed above to improve perceived and actual safety on our campuses, there were other areas identified as needing to be addressed to ensure students are aware and comfortable with using off-site parking facilities and utilizing the shuttle system.

1. The Department, working with Admissions, will continue to make push notifications via District E-Mail and attempt to identify other venues where off-site parking notifications can be made to students in an attempt to reach as many students as possible. Presently, the SMCPD provides the information to Admissions for the current "e-blasts" that are sent out to students. This information may contain parking information, street closure information, or other types of general information. The e-blast notifications are different than the "emergency" notifications which are generally sent to all staff, faculty, and students with specific information about the emergency situation.

2. Based on availability, the Department will continue to work with City of Santa Monica Traffic Engineering Bureau to place mobile message boards identifying the start of the Fall and Spring Sessions and advising students to use off-site parking and/or alternative transportation on Pico Bl.
3. Working with City of Santa Monica Traffic Engineering Bureau, the Department will work them to include information about semester openings and off-site parking in their weekly traffic advisories to Santa Monica residents and anyone else who signs up for their service.

D2: Coming year's Objectives (Moving Forward)

Objective #1

Objective: 5. Complete the renovation of the Dispatch area and the training room as a secondary Emergency Operations Center.

Area/ Discipline/ Function Responsible: All

Assessment Data and Other Observations:

External Factors:

Timeline and activities to accomplish the objective:

Describe how objective will be assessed/measured:

Comments:

Objective #2

Objective: 10. Develop a system of rotational purchases of police vehicles in order to replace on a yearly basis as opposed to leasing or attempting to purchase multiple vehicles in a single year.

Area/ Discipline/ Function Responsible: All

Assessment Data and Other Observations:

External Factors:

Timeline and activities to accomplish the objective:

Describe how objective will be assessed/measured:

Comments:

Objective #3

Objective: 13. Review revenue generating operations for the Campus Police Department including LIVESCAN services for the entire community.

Area/ Discipline/ Function Responsible: All

Assessment Data and Other Observations:

External Factors:

Timeline and activities to accomplish the objective:

Describe how objective will be assessed/measured:

Comments:

Objective #4

Objective: 15. Purchase new radios in order to communicate with all city, and county agencies in the event of a disaster or emergency.

Area/ Discipline/ Function Responsible: All

Assessment Data and Other Observations:

External Factors:

Timeline and activities to accomplish the objective:

Describe how objective will be assessed/measured:

Comments:

Community Engagement

In the prompts that follow, please delineate the partnerships you have with the rest of the SMC community as well as those you have with external organizations.

1. If applicable, describe how your department staff members engage in institutional efforts such as committees and presentations, and departmental activities.

Among the District committees and teams where the Campus Police Department is represented are:

1. The Crisis Prevention Team
2. The Emergency Preparedness Committee
3. The Emergency Preparedness Taskforce
4. The District Planning and Advisory Council's Facilities Committee
5. The District Safety Committee (One Sworn Member and One Non-Sworn Member)
6. Associated Students (Liaison)
7. Facilities Construction
8. The General Advisory Board
9. The Santa Monica College Associates
10. Title IX Task Force
11. The District Transportation Committee

2. If applicable, discuss the engagement of program members with the local community, industry, professional groups, etc.)

Members of The Campus Police Department are involved in or interact with numerous community, industry and professional groups among them are:

1. The American Legion-Sgt. Romano is the liaison between the Pacific Palisades Chapter and the Santa Monica College Veteran's Center.
2. Friends of Sunset Park, we interact on a regular basis with members of the group to address issues on and around the campus that affect the community.
3. The Pico Neighborhood Association, we interact on a regular basis with members of the group to address issues on and around the campus that affect the community.
4. The California Peace Officers Association, several members of the Department belong to the association. The goal of the association is to develop the leadership qualities of its members and their agencies.
5. Southern California College Campus Crime Consortium-The Department is a member of the group which seeks to share information on crimes and best practices in Campus Law Enforcement among Campus Police and Public Safety Departments.
6. FBI Infragard-Two members of the Command Staff are Infragard members. This group, which is facilitated by the FBI, seeks to disseminate information about threats and other hazards to the membership, who are all vetted and given clearance to receive classified information.
7. Joint Regional Intelligence Center (JRIC)-One member of the Campus Police Department is a certified Terrorism Liaison Officer (TLO) who is certified to interact with the JRIC in order to share and receive information regarding possible terror-related activity and crimes affecting Southern California or having potential nationwide impact.
8. The International Association of Chiefs of Police
9. The International Association of Campus Law Enforcement Executives
10. The California College and University Police Chiefs Association
11. National Security Education Initiative-United States Secret Service
12. California Coalition of Emergency Management and Homeland Security

3. Discuss the relationship among program staff and unit engagement with other units or areas of the college.

With the exception of the Chief of Police, who is a Dean of the College and Athletic Director, all of our staff members are classified employees who work together on a daily basis to provide safety for all who come to our locations.

Our staff interacts with students on a daily basis and works to build relationships with them in order to help them achieve their educational and life goals. In addition, our staff tries to take a "Spirit of the Law" as opposed to a "Letter of the Law" approach to issues that are not serious crime or safety related matters. As a result of this, many students approach officers asking for advice on various matters that are not law enforcement related.

As we continue these efforts and also expand in our teaching of classes such as the RAD (Rape Aggression Defense) program and Emergency Preparedness to students, our bonds with the student body continue to grow. Due to the popularity of the RAD program which is for women sponsored by the Police Department, there is now a semester long course for men in self defense techniques which is modeled on the RAD program. The course was brought about by a student Trustee who wanted a program for men after seeing the popularity of the RAD program for the women students.

Current Planning and Recommendations

The following items are intended to help programs identify, track, and document unit planning and actions and to assist the institution in broad planning efforts.

1. Identify any issues or needs impacting program effectiveness or efficiency for which institutional support or resources will be requested in the coming year. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request support or resources through established channels and processes].

The areas where we will need the most assistance in the form of institutional resources are:

1. In our hiring process: We will need to continue running the recruitment process on a continual basis until we can get our sworn staff numbers up to a level where we can staff all regular shifts without having to use overtime and, thereby, allowing our officers the opportunity to have more of their personal time not involved in a work activity or

overtime.

2. In the continuing support of the planning and implementation of the needed security upgrades and the new dispatch center to support these upgrades to the level the college desires. This is also a long term process with many steps necessary in order to complete the tasks.
3. In order to support the police department at the level it currently exists, several areas will need equipment replaced as much of our equipment is at, or well beyond, normal service life.

2. If applicable, list additional capital resources (facilities, technology, equipment) that are needed to support the program as it currently exists. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request resources through established channels and processes].

Among items that will need to be replaced:

1. **Vehicles**-As stated above, the majority of our vehicles have long passed industry standard service life and we are constantly working to maintain them in "serviceable" condition.
2. **Computers**-Most of the computers that we have are over five years old, placing them at or near the age where they will begin to fail. While this is not good for any department, most of these computers contain sensitive information and/or are tied into Criminal Justice databases that are essential to our operations on a daily basis.
3. **Our Dispatch Center**-As stated, the replacement is already tied into the Emergency Preparedness upgrades, but there will be additional items that will come up, such as servers and data switches, that might not be able to be funded out of this project as they were serviceable with older equipment, but will not "play" with the new equipment being installed.
4. **Live Scan**-the fingerprinting machine needs to be purchased in order to meet a goal of potential revenue generation by servicing the general population needing their fingerprints for various programs. This could be a new "fee for service" program and since our current Police Cadets do the fingerprinting, there would be no additional costs to the District in order to generate revenue. The current machine does not have the technology to be able to print the numbers of people who consistently come into the Campus Police Department asking for this service. The current machine is no longer being supported and will have an end of support in the 2015/2016 FY.

3. If applicable, list additional human resources (staffing, professional development, staff training) needed to support the program as it currently exists. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request resources through established channels and processes].

Presently, the Campus Police Department is at fifty (50) % staffing for the rank of Police Officer. Although there is an on-going recruitment, this issue continuously hampers the Campus Police Department. On occasion, the Chief of Police and/or the Police Captain have been the "lone" police officer on duty. That particular situation poses a major issue since both the Chief and Captain generally work a day or early evening shift and still must perform their regular duties.

The command staff of the Campus Police Department has proposed to the SMC Personnel Commission the idea of a "continuous" recruitment for the rank of Police Officer. By allowing for a continuous recruitment, the Campus Police Department can go to the many Police Academies throughout Southern California and recruit directly from the academy recruits putting themselves through an academy. Although this idea has not yet been approved, it is "in-line" with most California Police Agencies since recruitment statewide for police officers is very difficult due to the applicants backgrounds.

Future Planning and Recommendations

The following items are intended to help programs identify, track, and document unit planning and actions and to assist the institution in broad planning efforts.

1. Projecting toward the future, what trends could potentially impact the program? What changes does the program anticipate in 5 years; 10 years? Where does the program want to be? How is the program planning for these changes?

If the recent past is any indication, a major life safety event occurring on the campus can change the priorities of the Campus Police Department.

The changes can occur from a technological standpoint and using new technology, such as license plate readers, on some of our police vehicles to capture important information. This technology could rapidly assess cars in our structures and surrounding areas and let us know if there is a threat to safety and/or security. We are presently researching the available technology since there has been a major district push to enhance all technology for safety and security systems.

The Campus Police Department is looked at as a leader in many areas and much of it is due to the relationships we have fostered with the Santa Monica Police Department, the Los Angeles Police Department, and the Los Angeles County Sheriff's Department. In addition, we work closely with FBI-LA and the Special Agents of the Department of Homeland Security Investigations. These relationships are looked at as leading edge and we have been asked to present throughout the State of California and in other states as well.

The response to the incidents occurring on the SMC campus has placed the Campus Police Department into the spotlight and quite fortunately, we have survived and have come out much better than before the incidents. Through the training, trust, collaboration and cooperation with our outside law enforcement partners, the members of the Campus Police Department proved their ability to handle these situations in a professional manner.

2. If applicable, list additional capital resources (facilities, technology, equipment) that will be needed to support proposed changes. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request resources through established channels and processes].

The Campus Police Department has recently had the locker room areas refurbished; however, a new facility is necessary in order to "house" all of the areas under a single roof. The Campus Police Department has never been on any of the bond initiatives and this may be a difficult issue to overcome.

3. If applicable, list additional human resources (staffing, professional development, staff training) that will be needed to support proposed changes. [This information will be reviewed and considered in institutional planning processes but does not supplant the need to request resources through established channels and processes].

The Campus Police Department just needs to fill the ranks of the positions that already exist for the department.

4. If applicable, note particular challenges the program faces including those relating to categorical funding, budget, and staffing.

Although it is to be redirected to Department and District Capital Equipment replacement, the loss of over \$20,000 in the Department budget has removed a source of needed funds.

How this will affect the Department in the long-term remains to be seen as this took effect with the 2014-2015 budget cycle.

5. Summarize any conclusions and long term recommendations for the program resulting from the self evaluation process.

After the numerous incidents previously listed, the Campus Police Department found areas that had either not been previously addressed or had not been in line with "best practices" in the area of Emergency Notification, Emergency Lockdown (physical) of rooms and/or buildings and that the antiquated equipment in video surveillance system needed to be replaced.

As a result of what had been learned through surveys and through practice using the systems, a long term project is in effect to install, upgrade or replace the systems mentioned. Although several items that were, in effect, direct replacement of old equipment or 'swap-outs' of, for instance, of a phone that did not have a display screen to receive messages for one

with that capability.

In the area of Human Resources, the Department continues to recruit staff on an on-going basis. However, like most agencies in the State, we have been finding a lack of candidates having an acceptable background (character, legal and financial) to complete the hiring process.

6. Please use this field to share any information the program feels is not covered under any other questions.

The Campus Police Department has been tested as no other college or university has been tested in recent years. Since the last Program Review, we have had protests, "Occupy" type movements, bomb threats, civil disobedience marches, major incidents such as the pepper spray incident, and an active shooter. These do not include the more "normal" incidents that occur on the campus every day.

Evaluation of Process

Please comment on the effectiveness of the Program Review process in focusing program planning.

After completing this process, the Campus Police Department finds that it is aware of areas where we are doing well and areas where we need assistance in one form or another.

It is our belief that this process has largely re-affirmed our efforts to remain a vital part of the College community both now and into the future.

Executive Summary

These fields to be filled out by the Program Review committee. Reports will be sent to the program and will be available on-line to populate relevant fields in the annual report and the next 6 year report.

Narrative

Campus Police is a comprehensive department providing law enforcement, crime prevention, investigation, security, parking, and traffic control; services to the SMC community. Working closely with College stakeholders, Campus Police leads the effort to prevent crime and ensure the safety of everyone on campus in a collaborative manner. The department places a premium on respecting individual rights and using non-confrontational methods while executing their role of ensuring a safe and nurturing environment for all constituents. Working with other departments to create a "whole student" model, the department has added a "teaching and helping" component to reinforce this approach and go beyond enforcement only.

The department philosophy has been to take a supportive and proactive approach in dealing with students that is embodied in a "Spirit of the Law" teaching approach over a "Letter of the Law" enforcement approach. In a commuter campus environment student issues do not necessarily end when a student leaves campus. Officers have been known to check on students at home, or to get a student help if there is an indication of a potentially serious outcome. Strong relationships have been developed with other local forces, agencies, and service providers. Campus Police participate in the Crisis Prevention Team and are an important resource to many departments across campus.

In recent years, Campus Police responses to multiple serious incidents have reflected the dedication, planning, and preparedness of the department and have served to further improve departmental policy and practice. Spring 2013 was a particularly difficult period for the campus and the police department when, in the period of a month and half, the department responded to a bomb threat, a suicide on campus, an active shooter threat, and finally an intense and tragic shooting on campus that left 3 innocent people and the shooter dead. Campus Police officers responded to each incident quickly and professionally demonstrating a high level of training, preparation, and commitment, this earned the officers involved and the department awards, accolades and the deep appreciation of the campus community.

Campus Police are leaders in college emergency preparedness planning and implementation as well as providing training

for the college community, including certification for the College Community Emergency Response Team (C-CERT). The level of engagement in these efforts, as well as numerous other college-wide efforts, is notable because of the small size of the force, currently understaffed, and the 24/7 coverage it provides. To increase capacity and provide training and for potential officers, Campus Police has created the position of Police Officer Trainee using cadets. However, even with this program, the department has found it difficult to find qualified officers and other staff who possess the interpersonal skills required in a college environment and are able to pass the background check process.

Being a dense, small, urban campus with limited parking, the College and its students have a significant impact on the surrounding community. Through traffic control, employing trained staff to implement parking enforcement measures, and working closely with City agencies, Campus Police have worked to mitigate that impact and improve relations with campus neighbors. Given the long history of sometimes strained relations with the public these efforts have contributed to improved relations and dialogue. The College has multiple satellite sites to which parking enforcement personnel are deployed and officers patrol and respond to a wide variety of issues 24/7.

It is important to note that the number of satellite campuses to be patrolled, staffed, and monitored have an impact on staffing and equipment. As with other programs and areas, recent budget shortfalls have impacted Campus Police's ability to maintain and upgrade equipment. Police vehicles are failing and a particular to the department. Campus Police facilities are also in need of upgrading or replacement.

Program Evaluation

Campus Police has developed two SLOs addressing student perceptions of being safe on campus and safety and security using satellite site parking facilities and the various inter-campus transportation systems. Assessments of these SLOs have been included in the surveys administered to graduating students. A broader survey base would provide a more comprehensive data set. As written, the two Campus Police SLOs are very similar. There are many other factors and data the department might use to measure not only SLOs but departmental UOs as well. Combining the existing SLOs and defining new ones might serve to give a broader perspective of student and departmental outcomes.

Commendations

Campus Police is commended for:

1. Working with other departments to foster a "whole student" approach.
2. Adding an educational component to department services and philosophy.
3. Supportive and proactive approach in dealing with students.
4. Contributions to improving relationships with neighboring residents and reducing complaints, especially at the beginning of each semester.
5. Impressive number of improvements made in response to the campus 2013 shooting.
6. Informative Campus Police website.
7. Collaboration with internal bodies (Crisis Prevention, Emergency Preparedness etc) and external groups (SoCal College Campus Crime Consortium, Pico Neighborhood Association etc.).

Recommendations for Program Strengthening

The committee acknowledges the tremendous efforts and contributions made by Campus Police in the areas of campus security and emergency preparedness and recommends the department consider the following to further strengthen the program:

1. Review existing SLOs and refine.
2. Work with institutional Research to identify appropriate UOs that better align with departmental goals.
3. Develop a broader outcomes assessment base.

Recommendations for Institutional Support

The committee recommends the institution consider the following to support Campus Police:

1. Include upgraded or new facilities for Campus Police in long range facilities planning.

Attached File Upload

Attached Files

Police Department Officer and Station Statistics	
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