

Bakersfield College

Program Review – Annual Update 2015

I. Program Information:

Program Name: **Public Safety**

Program Type: Instructional Student Affairs Administrative Service

Bakersfield College Mission: Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission:

The Department of Public Safety program allows quality education to be achieved in a safe and secure environment.

Program Mission Statement:

The Department of Public Safety is dedicated to providing a safe, secure, and service oriented educational environment for Bakersfield College, Weill Institute and Delano Campus Center. The department enforces College regulations, participate in crime prevention through patrols, resources, education, and additional courtesy services to further enrich the community college experience. The Department of Public Safety also provides emergency services for injured and ill, traffic and parking supervision, fire prevention, and other safety services.

II. Progress on Program Goals:

A. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Comments
1. Creating a culture of fiscal accountability, security, physical structure sustainability (G5)	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input checked="" type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)	Develop plan for charging Tailgating parking (recoup costs associated with this activity). Parking fees to go toward parking lot repairs.

2. Data Driven Decision Making – FMO and Security	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input checked="" type="checkbox"/> Ongoing: _____ (Date) *start School Dude Spring 2016	Collecting stats from the Reporting writing system (DAR), Parking enforcement software, collection of office service data and School Dude (event parking requests).
3. Establishing meaningful and sustainable budget targets	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date) X Start Spring 2016	Establish an equipment/vehicle replacement plan and determine funding for a 3-5 year period. Determine funding for technology equipment/software.
4. Contract approval procedures; engaging department heads in process development	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input checked="" type="checkbox"/> Ongoing: _____ (Date)	Meet more often and work collaboratively with department heads to improve communication and accountability; continue to provide necessary security support to the campus for safety and student success.

B. List new or revised goals (if applicable)

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Anticipated Results
Update Emergency Manual (last revised 2009)- good for BC, Delano, Weill	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	Update annually Goal to initiate in Fall 2016

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Anticipated Results
All Staff to wear visible ID (lanyard) Identification for personal safety	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	ID processed when hired Goal to initiate by Fall 2017
New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Anticipated Results
Public Safety Survey	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	Annual Goal: survey is underway, & will initiate by end of Spring 2016
New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Anticipated Results
Process/Procedure in place to have all classrooms locked when not in use for safety/security	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	Goal: to initiate by Fall 2017
New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Anticipated Results
1. Activity Log (daily) online 2. Cleary Act (add to activity log) Summary of incidents reported to DPS	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	Goal: to initiate by Fall 2007

III. Trend Data Analysis:

Highlight **any significant changes** in the following metrics and discuss what such changes mean to your program.

- A. Changes in student demographics (gender, age and ethnicity).
- B. Changes in enrollment (headcount, sections, course enrollment and productivity).
- C. Success and retention for face-to-face, as well as online/distance courses.
- D. Changes in the achievement gap and disproportionate impact (Equity).
- E. Other program-specific data that reflects significant changes (*please specify or attach*). All Student Affairs and Administrative Services should respond.

E. Office Services (List of data):

January 2015 – June 15, 2015

In coming phone calls:	6,595
Lobby walk in:	4,403
DSPS cart service:	3,077
Calls for service:	2,342
Outside Agency Backgrounds	222

This entails:

Monitoring the Public Safety Officer radio

Monitoring the DSPS cart service radio

Monitoring the Parking Enforcement Officer radio

Dispatch Officers to calls for service

Dispatch DSPS cart drivers to calls for service

Answer incoming phone calls

Assist walk in lobby traffic

Look up reports, citations, permit information, assist students and staff with ordering permits

Complete outside agency background investigations

Order Office supplies

Complete P.O.'s

Ensure DSPS carts are maintained

Submit work orders

Train Student Workers for front office duties and DSPS cart driver service

Perform miscellaneous functions

(Does not have time to assist the Director of department with projects)

Student population has increased from 18,000 to approximately 25,000 which will mean an increase in crimes, calls for service, and front office work.

IV. Program Assessment (focus on most recent year):

- A. How did your outcomes assessment results inform your program planning? Use bullet points to organize your response.
- B. How did your outcomes assessment results inform your resource requests? The results should support and justify resource requests.
- C. How do course level student learning outcomes align with program learning outcomes? Instructional programs can combine questions C and D for one response (SLO/PLO/ILO).
- D. How do the program learning outcomes or Administrative Unit Outcomes align with Institutional Learning Outcomes? All Student Affairs and Administrative Services should respond.

Program Learning Outcomes (PLO)/Administrative Unit Outcomes (AUO):

- D.
 - DPS will constantly improve their leadership and professional roles for student, faculty and staff satisfaction.
 - DPS will continue to develop quality programs, methods and approaches to assist the college toward achieving a reasonably safe and secure environment.
 - DPS will communicate daily with the students on campus and demonstrate competency in their field of work while interacting with the student population, engage themselves with in the community by working special events, responding to calls for assistance and problem solving.
 - DPS will continue to engage with the community and build relationships by developing training programs collaboratively with KCSFO, BPD, Parole-probation, ATF, etc.

Institutional Learning Outcomes:

Think: Think critically and evaluate sources and information for validity and usefulness.

Communicate: Communicate effectively in both written and oral forms.

Demonstrate: Demonstrate competency in a field of knowledge or with job-related skills.

Engage: Engage productively in all levels of society – interpersonal, community, the state and the nation, and the world.

- E. Describe *any significant changes* in your program’s strengths since last year.
 1. RAD training (Rape Aggression Defense) for all female students and staff District-wide
 2. Active Shooter training campus-wide
 3. Campus Safety brochure- distributed District-wide
 4. Officer vacancies filled-two vacant 19 hr. positions (BC/Delano)
 5. New Executive Secretary joined the team and is motivating department with new ideas
- F. Describe *any significant changes* in your program’s weaknesses since last year.
 - Camera surveillance system was inoperable and in dire need of replacement
 - In need of an additional vehicle
- G. If applicable, describe any unplanned events that affected your program.
 - Unforeseeable absences that cause excessive over-time
 - Recommendation: Have a pool of temporary officers on call for annual events and sick outs.
 - Equipment/Vehicle failure that cause over-time

- Recommendation: Have back up equipment, routine maintenance scheduled, and budgeted replacement plan
- Lack of timely notification of events that cause over-time
 - Recommendation: Accurate and timely communication of activities
- Construction projects that cause over-time
 - Recommendation: Clear and timely communication of scope of project

V. Assess Your Program's Resource Needs: To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

A. Human Resources and Professional Development:

1. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.
See attached Position Requests for details
 - Department Assistant I (front office support)-new position
 - Sergeant-replacement position
2. Professional Development:
 - a. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success.
 - b. What professional development opportunities and contributions can your program make to the college in the future?
 - a. Training 2015-16:
Director attended National Community College Public Safety Conference and Title 9 Investigation Conference (certified)
Active Shooter training campus-wide
Cleary Act/Title 9 training Summit
Emergency training for campus building marshals
RAD training District-wide
Annual training for CPR, First Aid, Emergency Response
New Student Orientation incorporates Cleary Act/Title 9, Active Shooter information
 - b. Goal 2016-17:
Additional training for officers for assisting veterans and students with special needs
Establishing new committee: Violence Prevention
Cleary Act/Title 9 to be more accessible to students via web site
Offer ALL training District-wide (not limited to BC campus)
Training on multi hazardous incidents-these important protocols have often been ignored due to the intensive focus on active shooter incidents in the recent years
** These trainings should be FREE and come with a certificate of completion

B. Facilities:

1. How have facilities' maintenance, repair or updating affected your program in the past year as it relates to student success?
2. How will your Facilities Request for next year contribute to student success?

1.

- With numerous ongoing construction projects last year it was a challenge to maintain a safe environment for the college community. We experienced several student and staff trip and fall injuries due to the construction. Officers were constantly replacing caution tape and setting up additional barricades to prevent additional accidents.
- Limited key members who have access to EMS/HVAC system after hours/at home hinders response time (or no response), which is a safety and health concern
- Insufficient painting of parking stalls causes high customer complaints and revoking of parking tickets-time consuming and additional work for all involved
- Lighting is a concern in the West end of the South-West Parking Lot
- 3 quarter inch glass for front office window for protection
- Limited physical space for growing office staff/officers to function efficiently (need a minimum of 2 additional office units)
- Briefing Room to have 3 additional 40inch monitors for camera surveillance
- Buzzer added to back door for access to staff area (for staff and disabled)
- Shelter/cover for Segways/T-3. This will avoid the excessive cost of replacing the tarp multiple times a year
- Secure location for Delano vehicle
- Charging station for Fusion vehicle

2. The Facilities Request will contribute to the student success in the following ways:

- a. Campus will be physically safe (with less trip hazards)
- b. Campus will have a healthy learning environment with immediate response time to HVAC calls (after hours)
- c. Campus lots will have painted stalls with clear markings that provide easy understanding of restrictions for customer satisfaction
- d. Public Safety staff will work more effectively and efficiently with proper facilities
- e. T-3's will be protected from damage and have a longer life

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?
3. Discuss the effectiveness of technology used in your area to meet college strategic goals.

Technology

- a. New software that would provide information on ALL activities at a glance. This will provide:
 - i. Improves accuracy & response
 - ii. Visibility-Provides administration a unified and timely view of system activity
 - iii. Reporting-Includes historical information necessary for campus transparency

*Update software every 10 years (or whatever is standard and recommended in the industry)

Current process:

Event Scheduling-web page list emailed

Class Scheduling-excel spreadsheet emailed

Athletics-Outlook (Director only has access to this internal calendar)

-All items viewed separate, not immediately accessible or accessible by all officers

- b. New software-Report Writing upgrade. This will provide stats for the Cleary Act, Title 9, and VAWA, tracking criminal trends on campus and liability insurance purposes.
 - *Update software every 10 years (or whatever is recommended to be standard in the industry)
- c. New Emergency Notification system (siren/speaker/live broadcast). This will provide a mass notification platform that sends critical incident information to the college community in a timely manner so that appropriate safety measures can be taken.
 - *update software every 10 years (or whatever is recommended to be standard in the industry)
- d. Camera Surveillance system upgrade + new. This will provide safety of the campus community, assists and buildings
 - Current system: current cameras are being upgraded; however a request for 30+ additional cameras is necessary for monitoring the campus effectively.*
 - *update system every 10 years (or whatever is recommended to be standard in the industry)
- e. New single unified alarm system (fire/intruder-both). This will provide immediate notification of both fire and intruder notification directly to officer regardless of his/her location.
 - Current system: fire alarm system (only) - officer must be present in the office to be notified of alarm. If officer is on patrol after office hours, he (nor the fire dept) is notified of the alarm.*
 - *update software every 10 years (or whatever is recommended to be standard in the industry)
- f. Refurbished computer placed in DPS lobby (this would be a second station). This would provide accommodations for the often lines that accumulate for this service.
 - *Replace computers (2) every two years
- g. Campus-wide Wi-Fi. This would provide the officers access to pull up immediate information such as the camera system, Daily Activity Report (DAR), Banner (student info), allow the officer to remain in the field, be visible and available for service. This also avoids the time needed to visit the office frequently to update the DAR, check Banner, and collect updates (events).
 - i. 5 lap tops would be needed for the vehicles for this endeavor
 - *update lap tops (5) every 10 years (or whatever is recommended to be standard in the industry)
- h. Add software needed for Executive Secretary-Rapid Eye. This would provide assistance from a key dispatch person who is delivering pertinent information in route.
 - *update software on all (6) cameras every 10 years (or whatever is recommended to be standard in the industry)

Other Equipment

- i. Incident Command Center (ICC):
 - i. Dispatch/base unit (2)
 - ii. Telephones (7 additional)
 - iii. 40 inch monitor with satellite TV access (world/local information)
 - iv. Satellite cell phone (to avoid cell shut down during an emergency/bomb threats)
 - v. 40 inch monitor for the camera surveillance system software with a dedicated computer
 - vi. Emergency lighting battery operated to mount on walls (in case of failure of generator)
 - vii. Basic supplies for 72 hours (10 cots, blankets, water, etc...)
 - *equipment replacement as recommended by industry standards
 - *purpose of equipment is to allow ICC to continue to operate in a time of crisis
- j. New SUV Mobile Command Post (containing special emergency supplies). This would provide mobile command post set up in time of crisis.
- k. Add Vehicles (3 vehicles owned/1 located in Delano). In need of 2 additional vehicles. Weill purchased own vehicle. In the process of receiving a Fusion vehicle via grant. The vehicles provide necessary transportation for employee escorts, arrests, transporting equipment, Securing the off campus buildings,
 - *Stagger vehicle replacement every 5-7 years
- l. Segway/T-3 (6 owned total/1 located in Delano). The T-3's allow patrol of the campus in a more efficient and timely manner in comparison to the vehicles.
 - *Stagger replacement every 4-5 year
 - *Grant option is first choice
- m. DSPS Cart (4 owned). The carts provide transportation services to the disabled and elderly students.
 - *stagger replacement every 4-5 years (2018-1), (2019-1)
 - *Grant option is first choice
- n. New Emergency lighting system-(2) mobile. The lighting system will provide basic light for safe evacuation in the event the campus/stadium lights go out.
- o. New Emergency lights mounted in Public Safety Office. This will provide basic lights if the campus goes dark. The Public Safety Office stores supplies needed in a time of crisis.
- p. New Generator-for Public Safety Office. This will provide back-up power if the emergency lights fail. The Public Safety Office stores supplies needed in a time of crisis.
- q. Add Dispatch/base radio-Briefing Room (Public Safety Office). This will provide another source of communication.
- r. New Tasers (17). This is a very effective tool in law enforcement, simple, generally safe and viewed as a deterrent to subdue a suspect rather than using blunt and possibly deadly force with a patton.
- s. Add RAD, CPR, Cleary..etc equipment, work books, etc. This would provide safety training for the campus community.
 - *Grant option possible

- t. Vests (17) this is required for protection.
*Replaced every 5 years
- u. Barricades (200 owned) in need of 250. These often get damaged or stolen; caution tape used excessively. These items provide warnings, barriers and directions for dangerous areas to provide protection.
*Replenish barricades (add 25 annually)

D. **Budget:** Explain how your budget justifications will contribute to increased student success for your program.

The Department of Public Safety contributes to student success by patrolling the campuses 24/7, ensuring safe and secure learning environment for students, staff, faculty and visitors. Public Safety officers also provide traffic control, safety hazard identification, employee training and programs, and collaboration with the local police department and other emergency response organizations when needed. The officers will continue to preserve the peace and provide for a safe and accessible environment which is conducive to learning.

VI. Conclusions and Findings:

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

While reviewing the Public Safety program and attempting to identify its expectations by aligning them with the college institutional goals, it was apparent that the department provides excellent service and professionalism with limited staffing and resources. Public Safety will continue to listen to the needs of the college community when evaluating crime trends, responding in the most efficient and effective manner possible with its available resources. Public Safety will partner with the campus community thru excellence in service where safety and academic success comes first. Public Safety will continue to respect the diversity of the campus communities by soliciting public support and involvement in an effort to promote organizational efficiency without distracting from the overall quality of the life of Bakersfield College, Weill Institute and the Delano Center.

VII. Forms Checklist (place a checkmark beside the forms listed below that are submitted as part of the Annual Update):

- Best Practices Form **(Required)**
- Curricular Review Form **(Instructional Programs Required)**
- Certificate Form **(CTE Programs Required)**
- ~~~~~
- Faculty Request Form Classified Request Form Budget Form
- Professional Development Form ISIT Form Facilities Form (Includes Equipment)
- Other: _____