

**University of the Pacific  
Department of Public Safety  
Program Review  
September 2006**



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## Introduction

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The Department of Public Safety serves the University of the Pacific Stockton campus in a variety of functions for the community. Public Safety is a provider of police services, special events management, parking enforcement, educational programs in crime prevention and a student advocate program. The department is the only university function that operates 24 hours a day for 365 days a year. The department is committed to the concept of community policing and works diligently to develop and maintain partnerships both on and off the campus for the purpose of improving the quality of life for the members of our campus.

Recognizing that a careful self-study is crucial to any department's effectiveness, employees are encouraged to conduct periodic self-studies on their individual programs. The department's goal is to continually examine itself, assess our strengths and challenges, and plan how to capitalize on those strengths and eliminate or alleviate those challenges. In the process, the department documents its successes and learns from its shortcomings in order to continue to improve its effectiveness in helping the university fulfill its mission.

During the fall semester, employees were asked to review their individual programs and submit their effectiveness, what improvements were provided and any supporting documentation associated with the program. This information was compiled and listed in this document for the committee to review.

# Community Policing

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## **Definition of Community Policing**

Community policing is a philosophy that guides police management style and operational strategies. It emphasizes establishment of police-community partnerships and a problem-solving approach that is responsive to the needs of the community.

One of the major objectives of community policing efforts is to establish an active partnership between the police and the campus community that can analyze problems and design and help implement solutions and services that are truly community-based. This requires the police to make a conscious effort to create an atmosphere in which community partners actively and willingly cooperate with the police.

## **Characteristics of Community Policing**

Community policing is service oriented, promoting the concept of community as client and police as provider. The needs of the client become the goals of the provider in delivering professional, client-centered service that is effective, efficient and accountable.

Community policing is a partnership whose objective is to determine community needs and policing priorities and to promote police accountability and effectiveness. Consultation with the community through a community police forum is of critical importance. But community policing forums are not the only means of consultation; other channels may also be developed and should include the participation of all stakeholders. Surveys, interviews, workshops, community profiles and other methods can help identify community needs.

Community policing is an effective way to solve problems. Actual and potential causes of crime and conflict within the campus community can be jointly identified and analyzed with the results guiding development of measures that address the problems in the short-, medium, and long-term. Problem solving also involves conflict resolution and other creative methods to address service delivery and police-community relations problems.

Community policing is an agent of empowerment, creating a sense of joint responsibility and a joint capacity for addressing issues of concern to the campus community and police personnel. The department is responsible in educating the campus about community policing so everyone has a constructive role.

In community policing, accountability is achieved by making the provider responsible to the client; creating mechanisms through which the police are accountable for addressing the needs and concerns of the community they serve.

## **Principles of Community Policing**

Community policing principles inform, guide and sustain all policing activities.

Community policing:

- Respects and protects human rights
- Appreciates, respects and accommodates the languages, cultures and values of our diverse community
- Creates understanding and trust between the police, the community and other campus constituencies
- Shares responsibility and decision making
- Solves problems in consultation with the community and consistently strives to improve responsiveness and to identify and prioritized community needs
- Educates police personnel and members of the community to enable constructive participation in addressing the problems of safety and security
- Resolves conflict between and within community groups in a manner that enhances peace and stability
- Enhances accountability of the police to the communities they serve.
- Sustains commitment from both the police and the community to safety and security.

## **Strategies for Community Policing at Pacific**

Participation by all members of the University of the Pacific Department of Public Safety in community policing and problem solving initiatives.

Commitment from police supervisors to develop new skills through training that incorporates problem solving, networking, mediation, facilitation, conflict resolution and community involvement.

Encouragement for police officers to assume responsibility for addressing safety and security problems within their areas of responsibility; to promote initiative, creativity and pride in achievement; and to promote self-disciplined and motivated personnel.

Identification and mobilization of community resources and organizations to assist in addressing safety and security concerns. These partnerships include working with other units in the Division of Student Life in identifying students with behavioral issues related to mental or emotional problems and identifying effective solutions to help these students.

Identifying crime prevention programs and at-risk behavioral measures which may include presentations to student organizations, Greek and residential hall meetings. Assisting in counseling individual students about safety and security measures and working closely with other staff members to stage events and program safety and effectively.

## Mission Statement

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The University of Pacific Public Safety Department wishes to develop and maintain a most positive relationship with all members of our community. To effectively serve the university, a supportive community oriented approach to law enforcement is essential. As a result, the members of the department are committed to providing quality customer service and adhere to the principles of the following mission statement.

“Our mission is to promote the quality of life on the University of the Pacific campus by working in partnership with students, faculty and staff to provide a safe and secure environment, recognizing and respecting the diversity and uniqueness of the University of Pacific, being sensitive and responsive to the campus community in an efficient and effective manner, and responding to the ever-changing needs of our community.”

# Values

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## **Our Values**

Values are ethical statements of principle that bind us together as an organization. Values form the ethical basis for our decision-making. As individuals and as an organization, we subscribe to these values:

### **Integrity:**

Basing our decisions on what is legally and ethically right, safeguarding the legal rights, privileges and dignity of all people.

### **Trust:**

Maintaining the highest level of trust and honesty with those we serve by holding ourselves to the highest standards of performance.

### **Commitment:**

Exhibiting the spirit of determination and dedication that leads to professionalism and the achievement of excellence in every endeavor.

### **Courage:**

Sustaining the mental, moral and physical strength necessary to carry us through the challenges of policing.

### **Education:**

We support the educational climate of University of Pacific and are dedicated to the concept of life-long learning. We will adapt to change and prepare for future challenges through professional growth.

### **Teamwork:**

We foster collaboration among our employees. We work in partnership with community and other agencies to ensure focus and commitment to achieving goals.

## Administration

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The Department of Public Safety officers and dispatchers are members of an organized association bargaining unit. They operate under a memorandum of understanding (Attachment 1) with the University of the Pacific and are currently under contract. All other employees of the department are not members of the association.

Employees of the department must adhere to the policies and procedures set forth by the University of the Pacific employee handbook (Attachment 2). Officers have the responsibility to be in compliance with the University of the Pacific Department of Public Safety's Rules and Regulations (Attachment 3) along with the department's Policies and Procedures (Attachment 4).

Officers must also comply with the policies and procedures set forth by the Stockton Police Department (Attachment 5) and are subject to internal review for their conduct by the university staff handbook guidelines as well as the City of Stockton Police Department. The University of the Pacific is one of two private universities whose officers have full police powers, the other being Stanford University. Public Safety officers gain their powers of arrest through a memorandum of understanding with the City of Stockton and the Stockton Police Department (Attachment 6).

Officers are equipped with all their safety equipment and receive a clothing allowance to purchase uniforms. All department members wear a uniform which must be in compliance with the department's uniform guidelines manual (Attachment 7). This guideline is based on a similar guideline Stockton Police Officers abide by.

### Training

Each officer must complete the Basic Police Academy which is a 26-week law enforcement academy. Once employed, officers must complete their Field Training Manual (Attachment 8) which is in compliance with Peace Officers Standards & Training (P.O.S.T.) guidelines under the supervision of a Field Training Officer. The Department has two officers assigned as Field Training Officers. Both officers have attended a 40 hour P.O.S.T. Field Training Officer certification school.

Officers receive 24 hours of Continuing Professional Training every two years to keep in compliance with P.O.S.T. (Attachment 9). The P.O.S.T catalogue of courses can be viewed at <http://www.post.ca.gov/training/default.asp>. Officers receive this training by attending classes hosted by the Stockton Police Department. Officer training records are maintained by the Stockton Police Department Personnel Division to ensure compliance. Officers must qualify quarterly with their firearm under the guidance of a range master. The department has two officers who were qualified rangemasters after attending a 40 hour P.O.S.T. school.

Dispatchers attend a three week dispatcher's academy. All members of the department attend in-house training sessions on a variety of subjects. Each month a different subject is taught and includes topics such as diversity, customer service, communication and firearms training.

Employees are evaluated yearly on a University of the Pacific evaluation form. Their performance is supported by documented incidents that occurred during the year. Supervisors document the incidents on their computerized performance log (Attachment 10).

## Staffing

Public Safety is currently staffed with a director, administrative professional assistant, three sergeants, seven officers, four dispatchers, one full time and two part time community service officers and one security officer who is assigned to the Health Science Building. (Attachment 11). The Student Advocate program is located in Public Safety. All members are hired based on Human Resources job classifications (Attachment 12)

The Department of Public Safety enlists recruits that have a high school diploma or G.E.D. certificate and have completed their certificate from a Basic Peace Officers Standard and Training academy. Most of the officers currently employed have prior experience with another public agency. Once an officer is hired, he/she must first complete a background investigation which is conducted by the Stockton Police Department. The background investigation consists of a personal interview, polygraph, psychological screening and field interview. The officer must also complete a physical.

Once the officer is employed with the university, he/she is placed into the Field Training Program. This consists of working several weeks with a Field Training Officer who rides with the officer and is evaluated daily. Once the officer completes the Field Training checklist and passes several written examinations, he/she is released to work on his/her own but remains on probation for a one year period.

Dispatchers also must complete a background investigation by the Stockton Police Department. This investigation consists of a personal and field interview with family, friends and former employers along with a criminal background screening. The dispatcher must also complete a training program. All other employees must complete a background investigation which is conducted by the University of the Pacific Human Resources Department.

Officers are currently scheduled to work a 10/4 plan which requires them to work ten hour shifts. Officers work overlapping shifts. (Attachment 13). Two officers and one sergeant are assigned to the evening shift. Two of the officers have a modified shift that allows supervisors to adjust their hours when the University hosts a major event. The department has all officers working on Wednesday which allows the department to assign officers to training with the Stockton Police Department who work a similar schedule. This training has no cost to the department.

The four dispatchers have a modified shift which requires them to work 8 hours a day. The Friday day shift is not covered by a dispatcher so a Community Service Officer is assigned to the desk. Dispatchers have several assignments while working the console. They field telephone calls, service walk in customers, index and file reports and document the police log with every call.

The department has three Community Service Officers. One works full time Monday through Friday, 8:00AM to 5:00PM. The part time Community Service Officers work modified shifts. One officer is assigned Monday-Tuesday and Wednesday 7:30 AM to 4:00PM. The other is assigned Monday evening and Thursday and Friday 7:30AM to 4:00PM. The Community Service Officer is primarily responsible for parking enforcement both on and off the campus. The security officer is assigned to the Health Science Building Monday through Friday 8:00 AM to 5:00 PM and is responsible for assisting outside clients.

## Security and Safety

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The primary mission of the Department of Public Safety is to provide a safe and secure campus. The department provides twenty four hour coverage and responds to over 3400 calls each year (Attachment 14). The average response time on an emergency call is approximately 2 minutes (Attachment 15). Officers also respond to students who are living close to campus and are in need of assistance. Officers are briefed before every shift on all crime related issues which have occurred on campus since their previous shift. The department has developed a number of programs to help improve the safety of the campus. (Refer to section on Crime Prevention Programs).

All crime reports on incidents occurring on campus are documented on Stockton Police Department Crime Report (Attachment 16) and sent to the Stockton Police Department for indexing. This information is shared with the Stockton Police Department Crime Information System Analysts. The analysts use this information to determine crime patterns and crime series in the area around the campus. The analysts also determine if the crime is associated with other similar crimes throughout the city. Each Tuesday, the analysts author a crime summary sheet with information on crime throughout the city along with possible suspect information. This sheet is dispatched to all City of Stockton Officers as well as University of the Pacific (Attachment 17). Officers also share information with San Joaquin Delta College and Stockton Unified School District.

The department authors a daily log of all incidents which have occurred on campus (Attachment 18). This log is shared with the rest of the campus community. A copy is also dispatched to the Stockton Record and the Modesto Bee so they are aware of the activity on campus. Each week, the department issues a weekly bulletin of the previous week's criminal activity (Attachment 19). This document is shared with other divisions and posted on our website, published in the student's weekly newspaper, the Pacifican and broadcasted weekly on the campus radio station. The information is available on our web page at: <http://www.uop.edu/studentlife/publicsafety/WeeklyIncidentLog.asp>

The department is a member of a Commercial Neighborhood Watch program. This organization is comprised of commercial retail businesses around the university who share the same crime issues as the university. Members meet periodically to share information on crime issues. The department is helping the organization establish a website ([www.retailcop.com](http://www.retailcop.com)) where members can enter information to share in a timely manner.

The department attends the neighborhood watch meetings for the residential area around the campus. The meeting is facilitated by the Stockton Police Department Community Service Officer along with residents of the neighborhood. Information is shared on issues pertaining to crime, quality of life and special events that may impact the area. The department attends a quarterly meeting hosted by the San Joaquin County District Attorney's Office. Representatives from all federal, state and local law enforcement organizations share information regarding crime trends.

During the evening hours, students working the STRIPE program and lock up program are encouraged to call in suspicious activity on the campus. Members of the program are equipped with a radio and cell phone and call dispatch when they see suspicious activity.

## Crime Prevention Programs

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Crime prevention is an integrated part of the Department of Public Safety. Crime Prevention is most effective when Public Safety works in partnership with the campus community in reducing opportunities for criminals. Employees are encouraged to identify safety issues and crime trends. Officers conduct research and identify crime prevention programs that are effective in reducing the risk for students, staff and faculty. Officers prepare power point, brochures, video presentation which may be accessed on the web site or presented in individual or group settings. The following are examples of the different ways Public Safety gets the message out to the community.

### **Orientation**

Public Safety is involved in the new student orientation every year. The presentation is an informational for freshman and their parents on the services offered by the Department of Public Safety. Part of that presentation focuses on crime prevention which provokes many follow up questions by the parents. The power point presentation illustrates how lap tops, bicycles, automobiles and valuables can be protected while attending the university (Attachment 20).

### **Walk, Stop and Talk Program**

Walk, Stop and Talk program is a cooperative partnership between staff, faculty, and Police Officers that enhances communications, provides an avenue to evaluate needs of the campus community, educate members of the campus community about the services offered by the University of the Pacific Police Department, and to proactively share information, increase awareness and reduce crime. (Attachment 21).

The program divides the University area into four quadrants. Each week, officers are assigned to walk through the campus buildings within a quadrant of the campus, making contact with staff and faculty. Each week officers target a different quadrant. Officers are required to document the buildings they contacted during their shift and note any issues that are brought to their attention. Officers make these contacts with an emphasis on the following:

- Maintaining a cooperative relationship with staff and faculty.
- Soliciting feedback from faculty and staff about concerns/needs of the campus community in terms of crime prevention programs and safety issues.
- Sharing information on issues concerning crime and prevention with faculty and staff. Officers document the concerns they receive during contact so they are made available to all officers.
- Officers conduct crime prevention programs when invited by staff or faculty.
- The department shares information concerning police related incidents to the campus community.

### **Adopt a Hall Program**

The Adopt a Hall program was established to form a cooperative partnership between residence hall students, housing staff, and Police Officers that enhances communications, provide an avenue to evaluate needs to the residence halls, build trust, educate the residence hall community about the service offered by the University of the Pacific Police Department, and to proactively increase awareness and reduce crime (Attachment 22).

The Adopt a Hall Program pairs officers with a set of residence halls for which they are responsible for serving as a liaison. Officers are responsible for the following in their assigned residence halls.

1. Maintaining a cooperative relationship with R.A.s, GRDs and Area Coordinators within the assigned area.
2. Officers solicit feedback from students and housing staff about concerns/needs of the campus community in terms of crime prevention programs and safety issues.
3. Officers relay information from students back to Police Department personnel. The information is documented in memo form to share with others.
4. Officers conduct crime prevention programs during student meetings. Topics range from online identity theft, pitfalls of Facebook and Myspace, sexual awareness and crime prevention through awareness. Officers attempt to make presentations monthly but rely on housing staff to invite them to the meetings. This is not as consistent as the department would like.
5. Ensuring pertinent information about police related incidents is relayed to and/or received by residents.
6. Conducting foot patrols through the residential halls and identifying potential opportunities for criminals. Officers use the opportunity to advise the residents how they can protect themselves from theft.

### **Web Based Informationals**

The department has an established web site listing the services that are offered to the Pacific community. There is a link to "Crime Prevention" that has drop down tabs linked to prevention tips. Visitors can view tips on the same subjects offered at in house presentations. <http://www.uop.edu/studentlife/publicsafety/>

### **Campus Security Committee**

Public Safety hosts a meeting during the semester that is attended by a cross section of the campus community. Students, staff and faculty attend the meeting. Public Safety presents information on current crime trends in the Stockton Community with emphasis on the surrounding neighborhoods. Members of the committee receive information on the latest crime statistics and trends. The committee brainstorms ways to educate the campus community on how to prevent further crimes from occurring. The department receives and evaluates any suggestions from the committee members. One of the committee members is a staff member representing Staff Advisory Committee who reports back to SAC on any pertinent issues.

### **Crime Warnings**

The departments issues crime warnings whenever a crime series or crime pattern is identified on campus. A flyer is posted on the Public Safety web site and is dispatched to the campus populations by e-mail. A copy is sent to E-news for posting on the University network. See attachment for a sample warning (Attachment 23).

### **Safety Walk**

Each year Public Safety partners with ASUOP and other university divisions to walk the Stockton Campus. The purpose of the walk is to identify potential safety hazards and lighting needs. The issues identified during this walk are documented and prioritized. Public Safety, Risk Management and Physical Plant assess the recommendations and identify funding sources to improve these areas (Attachment 24)

### **Public Safety Assessment**

Each year Public Safety distributes a customer service questionnaire to members of the campus who have called for police services. The intent is to assess the departments' response on an individual's needs. The information received is used to identify areas of improvement. When a negative assessment is received, the department learns whether to address the concerns through discipline, training or to educate the complainant on what laws, policies or other sources may have limited our ability to meet their needs (Attachment 25).

### **Standing Committees**

Members of the Public Safety department having standing memberships on several university committees. As the director of Public Safety I chair the Pacific Alert Team. The Pacific Alert Team is an emergency preparedness committee who represent different areas of the university community. The team serves as an advisory board for the university administration and provides strategic guidance during incidents. The team developed an Emergency Response Manual which was designed to deal with readiness, immediate response, and recovery in the event of any natural or man-made disaster on campus. The Pacific Alert Team oversees operational emergency response and crisis event management. The plan is compliant with S.E.M.S. (Standard Emergency Management System) and N.I.M.S. (National Incident Management System). The plan can be viewed at:

[http://www.uop.edu/studentlife/publicsafety/faculty\\_Staff\\_DisasterResponseManual.asp](http://www.uop.edu/studentlife/publicsafety/faculty_Staff_DisasterResponseManual.asp)

The team recently completed a Pandemic Avian Flu response plan and is in the process of conducting a table top exercise during the month of November.

The department has two representatives on the Crisis Response Team which is a student crisis management team. The University of the Pacific Crisis Response Team has a number of response mechanisms in place to respond to student crisis situations, or to incidents or behaviors that threaten the quality of campus life for students. This can be an event that is accidental, occurs without warning, or which is intentional and meant to cause harm to our students or the campus community.

The department has representation on the University of the Pacific Facility Committee. This committee which is chaired by the Vice President of Finance manages the long term university master plan in the overall development of university facilities. The membership recently assisted in the ground breaking of a new biology building and a student university center.

# Programs

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## **Student Victim Advocate Program**

Mission: The Student Victim Advocacy Program provides free and confidential information, advocacy and support to students who may be victims or survivors of crime, violence or abuse. The Victim Advocate strives to treat victims with compassion and respect and provides education and training to the Pacific community.

The Office of the Student Victim Advocate, in partnership with students, faculty, staff and the community, develops and supports opportunities for addressing a victim's emergency, short- and long-term needs. Through collaboration with University departments, ongoing programs, resources and services are provided by assisting students in achieving their optimum level of health, well being and contributing to an environment where people value and care about themselves and others.

Summary of services provided by the Student Victim Advocate to Victims of Crime:

- Advocacy and support twenty-four hours a day, seven days a week
- Confidential services providing advocacy and support to victims of all crimes
- On-scene crisis intervention
- Assistance with dealing with student judicial hearings and/or the criminal justice system
- Counseling and referrals for primary and secondary victims
- Assistance and support with reporting any incident of discrimination based on race, nationality, religion, or sexual orientation
- Assistance and support with filing police reports
- Support and accompany victims during medical examinations following a sexual assault
- Intervention with professors to crime victims
- Provide an on campus "safe room" for both on and off-campus students
- Help with request for relocation to a new residence hall
- Accompany and support victims during court appearances
- Accompany and assist victims for restraining orders
- On-going educational programs and training to students, faculty, and staff
- On-going collaboration with all departments on the Pacific campus
- Outreach and collaboration with McGeorge School of Law
- Education, information and support to students regarding the criminal justice system
- Community Resources
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Though the Student Advocate is a part time, seasonal employee, she assisted 83 students during the past academic year and made 276 educational presentations to student groups. The Student Advocate submits an activity report at the end of each month. (Attachment 26) The Student Advocate's Office helps students with University-related problems, including harassment, discrimination, defending against allegations of misconduct, procedural problems, grievances, problems with the police, and housing.

The office is managed comparable to a Victim Witness program which is typical in law enforcement. Our program goes one step further in assisting students who may have made a poor decision. The Student Advocate will assist them through the court process when they are listed as a suspect. Mary Ann Pearson was recently nominated for the Gary Podesto award for her exemplary service to students on campus.

## **Special Events Security Services**

Public Safety provides security and related services at special events held on the Stockton campus. Personnel are part time seasonal employees who are called to duty when an event is scheduled. The department hires students and members from outside the campus community after a background investigation is cleared through Human Resources and placed on the roster (Attachment 27). Personnel attend a training session each year. (Attachment 28). Procedures have been established for the provision of such services at regularly scheduled events such as intercollegiate athletic games, large entertainment events, selected short courses, larger conferences, state competitions, and similar activities.

Personnel typically provide access control; patron management; protection of dignitaries and guests; security for facilities and equipment. Personnel provide escorts for receipts; coordination of emergency management; and similar public safety functions at these events.

The Public Safety Department works with Housing and Greek Life to assist students plan and manage their events. Public Safety also works with the Office of Student Leadership and Involvement to coordinate events on campus to prevent simultaneous events from impacting each other. Public Safety coordinates with the City of Stockton on larger events to ensure proper management.

In the event sufficient University Police personnel are not available to meet the needs for security at a special event, Public Safety will be glad to work with the host department to procure appropriate private security services through University contracts. Costs for such service may be charged to the requesting department depending on circumstances. Public Safety charges university groups for the cost of hiring the hired back staff and adds a 15% surcharge for off campus groups.

Public Safety loans equipment at no cost to the event organizer. Items such as cones, barricades, sandwich board signs, radios and golf carts are loaned to assist event organizers with planned events. Even though there is no charge, many of these items are returned in need of repair. Last year the department spent \$7,793.17 in repairs to equipment.

Public Safety initiated a uniform signage program to assist in special events management. This program assist the University in directing the community to special events on campus with professional looking, highly visible signs mounted on large "A" frames. Departments on campus contact our office to order the signs. They are constructed and printed by Physical Plant. The signs are later mounted on "A" frames by our department and made ready for pickup prior to the event. The cost of each sign is \$7.00 and is economical to provide a uniform look throughout campus. Prior to this program, the signage for special events was inconsistent and unprofessional in appearance.

Recently the university hosted two major events which impacted parking. Admissions sponsored Preview Day with several hundred in attendance and the university was the host site to several hundred high school students attending a speech and debate competition. Chapel staff was concerned the impact the lack parking would have on several weddings on campus and wanted to hire two security guards at a significant cost. The department strategically placed several signs for wedding attendees directing them to an alternative parking site. This saved the chapel funding and was successful in directing the attendees to parking stalls.

## Parking

The Department of Public Safety is responsible for parking enforcement on the Stockton campus. The program is managed by an officer with the assistance of a dispatcher. Parking regulations are established under the authority of Section 21113 of the California Vehicle Code. These regulations apply to all faculty, staff, students and visitors of the University and are intended to:

- Promote pedestrian and vehicular safety. Make parking facilities available to all members of the campus community.
- Ensure access at all times for ambulances, firefighting equipment and other emergency/service vehicles.
- Provide proper collection of parking fees.
- Provide limited visitor parking.

Parking permits are sold by the Finance Center. Faculty and staff have the opportunity to purchase "A" permits for \$150 while students along with staff and faculty may purchase "B" permits for \$75. "A" parking lots are located near administrative buildings and "B" parking lots are located near residential buildings.

Students who live on the North Campus must purchase "N" permits for \$75. North Campus students must keep their vehicles in parking lots on the north side of campus between the hours of 8:00AM to 5:00PM. If they must park on the main campus during the day, they may use the free parking lot next to the stadium or the parking lot located behind athletics.

Violators who are cited may appeal their citation by completing an appeals form which may be obtained at the Public Safety office or may complete the form online located on the Public Safety web page at [http://www.pacific.edu/studentlife/publicsafety/parking\\_ReviewPolicy.asp](http://www.pacific.edu/studentlife/publicsafety/parking_ReviewPolicy.asp)

The appeals process is three tiered. The first appeal is reviewed by the officer in charge of the program. If the appeal is denied, the violator may appeal to a panel comprised of a student, faculty and staff member. If the appeal is denied the second time, it may be appealed through the local court system. The office of Public Safety does not receive any of the revenue generated by the citation's fine. The Community Service Officers are responsible for conducting parking enforcement though officers also issue citations.

During 2005, the department had two part time Community Service Officers conducting enforcement but no full time employee due to the employee's family leave. The department issued over 3000 parking citations on the campus, 500 which were appealed for a variety of reasons. The appeals process voided 368 citations as a result of those appeals. Officers also issued over 500 City of Stockton parking citations for parking violations on city streets around the university. All fines repaid on university citations is directed into the university general fund while ticket fines paid on City of Stockton tickets go into the City of Stockton general fund.

## Property

The Department of Public Safety has a property management system for holding property collected as evidence related to a crime, booked for safe keeping and found property. A police officer who attended the P.O.S.T academy in property room management is assigned as manager of the property system. Police Department employees collect, process, preserve, and package evidence and safekeeping property in the field follow the standards set in the property manual which is in compliance with the California Department of Justice - Bureau of Forensic Services (DOJ-BSF) guidelines, which is documented in a property manual (Attachment 29).

While the proper collection, preservation, security, and control of evidence and safekeeping property is the responsibility of all Department employees when said property is seized, collected, or otherwise comes into their custody, it is the sole responsibility of the Property / Evidence Officer to safely and securely store property until such time as it is needed in a criminal prosecution, released to its owner, or otherwise lawfully disposed of.

Property collected in complex crimes, property of value or narcotics are booked into the Stockton Police Department property room. The property room is audited annually to ensure accountability (Attachment 30)

### **S.T.R.I.P.E.S** **Student Escort and Area Security**

This unit began in 2002 to provide escorts to people concerned about their safety on campus and to extend the presence of the University police through patrolling the campus. The S.T.R.I.P.E. UNIT is composed of trained student volunteers. S.T.R.I.P.E.S conducts escort service Monday, Tuesday, Thursday, Friday and Saturday evenings from 6:00 PM until 2:00 AM. Escorts are provided on Wednesday and Sunday by officers assigned to the Department of Public Safety. The S.T.R.I.P.E unit operates from the ground floor of Cowell Wellness Center. In addition, they can be seen patrolling campus in the Tiger buggy dressed in orange jackets and carrying two-way radios and flashlights.

There are two ways to get an escort on campus:

- Students call the Department of Public Safety Dispatch and submit their name, location and destination.
- Those seeking transportation see S.T.R.I.P.E unit driving about campus and stop them to ask for an escort.

S.T.R.I.P.E.S employs its students during the academic year and is always seeking new members interested in increasing the safety of the University of Pacific campus and community; Prospective students complete an application and are interviewed. Once hired, they receive training in compliance with the S.T.R.I.P.E. manual (which was developed by the students as a class project) (Attachment 31) and are placed on the roster (Attachment 32) for assignment.

The S.T.R.I.P.E. Program was developed to ensure that any student, faculty member, staff member or visitor feels uncomfortable about walking across the Stockton campus. The department has made it a cost effective program from its inception by including building security into the program. Students are responsible for checking for unlocked doors when not occupied with providing a student transport. On one occasion a few years ago, S.T.R.I.P.E observed an intoxicated student unconscious in a dark area. Due to the dark location, the student may have gone unnoticed for several hours which may have resulted in a serious injury or death. Due to the driver's quick response, Public Safety was able to get the student medical assistance.

The above incident is one example on how effective the program is in providing a safe environment for students. It improves the communication between Public Safety and students. The program is in its fourth year of existence and three of the students employees have changed their career paths to become involved in law enforcement. Last years program manager recently graduated number one in his California Highway Patrol class and is currently assigned to a department in Southern California.

## Crime Demographics

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The City of Stockton is the county seat for San Joaquin County. Approximately 279,513 residents live within the 56.5 square miles that make up Stockton. The University of the Pacific is near the center of the city. The campus is open to the community as there are no gates or security officers assigned to the entrances.

The neighborhood to the south of campus is known as Caldwell Village. Most of the residents are long term neighbors who are middle and upper income families. The neighborhood has a low crime rate; however, there are a number of apartments and rentals in the neighborhood that are occupied by students. Some of these residents have caused quality of life issues mostly related to loud parties and alcohol. The department has worked effectively with Stockton Police Department, Judicial Affairs, the residents and the surrounding neighborhoods in impacting these problems.

Recently officers invited student residents of an apartment complex near the campus to a meeting. This was due to complaints they generated when hosting parties with loud music. The residents were informed how their behavior impacted the quality of life in the area, what the university expectations are of their students and the expected enforcement and consequences that will result in any further problems. The students apologized and the issues have been reduced significantly. The department recently received a thank you e-mail from the complainants stating the neighborhood has been quiet for the first time in five years.

The area to the east of the campus is bordered by a similar neighborhood with several university residential halls along with a few fraternities. The department assists in impacting the parking problems associated with daytime classes along with any quality of life issues. Pacific Ave. is a major thoroughfare that separates the campus from this area. Speeding traffic is a major concern due to the number of students who cross the street. Officers attempt to impact this problem with radar enforcement.

The neighborhood to the west of the campus has a similar thoroughfare, Pershing Ave. There are two public schools in this neighborhood, one of which is a high school. Students from the high school use the levee that divides the campus as an access path to school. This results in security concerns with vehicles belonging to university students which are parked in the church parking lot. Officers assigned to the day shift patrol these lots to protect these vehicles from property theft and proactively identify potential victims to alert them to properly secure their property.

The north campus is situated in a neighborhood of single family homes that are middle and lower income households. The area has several apartment complexes where residents are on fixed income and experience a higher per capita of crime, including violent crime. Over the last two years, the campus experienced two gang related shootings on campus that were associated with this neighborhood. Officers have responded to several shootings in this neighborhood over the past several years, a double homicide and a drive by shooting where officers made the arrest of the suspect.

The Stockton Record recently announced the City of Stockton had the highest per capita violent crime rate for cities with populations over 100,000 in California (Attachment 33) and was recently ranked second in automobile theft in the nation. Approximately five years ago, the City of Stockton placed the redevelopment of the downtown as one of its priorities. A major events center was built, a sixteen theater complex was developed with several restaurants, the Stockton Ports moved into their new ball park and a new transit complex was developed. As part of this development, the city closed down a number of old hotels. The majority of the hotels housed low income residents, many of them with mental health issues, substance abuse problems and parolees.

Many of the downtown residents relocated to the central part of the city. Some of these residents were evicted from these new apartments due to behavioral issues. These residents moved into the streets and live in the adjoining neighborhoods. Most of the crimes that were associated with the downtown area have now moved to the north. Although the campus is easily accessible to the public, making it vulnerable to the same crime the City of Stockton experiences, the officers have done an excellent job in keeping the rate of crime low in comparison.

The University of the Pacific is required by the Clery Act to report to the Department of Education on criminal activity which occurs on and in the vicinity of the campus. The department recently submitted the 2005 report for posting. The City of Stockton is also required to report major crimes that occur within the city limits to the Unified Crime Report to the Federal Bureau of Investigation.

In comparison, the crime rate on the campus of the University of the Pacific is significantly lower than the crimes reported in the City of Stockton (Attachment 34). In comparison to other educational institutions in the San Joaquin Valley as well as institutions that have the same demographics, Pacific's crime rate is lower (Attachment 35).

Because Pacific is located in a fairly high crime environment, the department is proud of the results of its preventive measures and also its reputation as being highly and quickly responsive to events on campus. The department averages over twenty arrests per month on campus of suspects not associated with the university. Many of these subjects have outstanding warrants, weapons or narcotic paraphernalia. On several occasions, officers have engaged in foot pursuits or wrestled with these subjects.

Over the past month, officers arrested one individual for six outstanding warrants. Officers located a handgun on his person and a sock containing twenty rounds of ammunition. On another incident, officers observed a subject urinating near a residential hall. As they approached the subject, he took off running. Officers managed to catch the suspect. He ran from officers because he had an outstanding warrant for sexual assault. Officers also arrested a subject for three outstanding warrants while he was sitting in Raymond Great Hall at 2:30 AM. Officers learned he was a sex registrant.

## Goals 2006-2007/Learning Outcomes

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The Department of Public Safety seeks to achieve its central purpose of providing a safe environment for students, faculty and staff; effective programming in crime prevention and addressing the security needs through special events management. Each year the department strives to accomplish these tasks by setting new goals. Listed are the goals set for the 2006-2007 academic year.

### **Insure that qualities of services are promoted throughout the organization and that it is exemplified in services offered to the campus community.**

With continued immediate response times and follow up contact to assess service programs, the department looks forward to working with other campus entities in order to provide quality service to the community at large. This department has developed partnerships with other university organizations such as the Officer of Student Leadership, Athletics, Chapel, the Conservatory, Judicial Affairs, Housing and Greek Like to allow successful event planning. The department wants to continue this relationship and expand it to other departments to provide the same quality service and level of communication.

### **Effective Partnerships with Stockton Police Department to share information and resources.**

The department will install a communications line with Stockton Police at shared expense. Pacific will be a substation for Stockton Police to do reports which will increase their presence on the north campus. The goal is to impact some of the crime issues in this area related to the apartment complex to the north of campus. Pacific Officers will also have access to the computer line complete reports electronically and to other information resources. Stockton Police continues to provide training opportunities and other support to the department.

### **Reduce losses and victimization due to elements of crime, disorder, and/or unsafe behavior/condition(s) on our campus.**

This year the Department of Public Safety was able to reduce the number of crime related issues in most categories in contrast with the City of Stockton which observed crime increasing. The one area that went up significantly was automobile burglaries where victims often leave property visible. The department will focus its attention in an attempt to reduce the number of automobile burglaries. The goal is to impact this problem with continual patrols of the parking lots, working with Stockton Police in information sharing, education of the campus community in prevention and identifying potential victims and alerting them prior to them being victimized.

### **Expand Crime Prevention Programming**

This office will continue to explore new ways to reach out to the campus community and its visitors. The department will continue to inform the public through programs such as "Walk, Stop and Talk" and "Adopt a Hall". This office intends to explore additional programming with its Student Advocate Program, Web Site and possible producing DVD presentations that housing staff may show or as a preview to movies at Pacific Theater.

## **Provide Leadership in Campus Wide Disaster Planning**

The department will continue being involved in disaster planning in working with the Pacific Alert Team. The team will especially focusing on Pandemic Flu response and to simulate an exercise to assess the university's current response capabilities.

## **The recruitment, selection, training, and fitness of competent and ethical staff.**

Over the past few years, Public Safety has struggled to keep quality people and allow the organization to have a full staff. The department is currently fully staffed and its our goal to complete the training program for two new officers and the community service officer. The department will also focus on retention of current staff by exploring training opportunities, programming and work environment improvements.

## **Divisional Programming Assessment**

Public Safety is very involved with Student Life Programming especially with Divisional Programming Assessment during the academic year 2006-07 with measurable outcomes. Over the next year the department will be utilizing the tools developed in Divisional Programming Assessment concentrating on leadership and diversity. Each Student Life department works with a cross divisional committee. Every Public Safety staff member is assigned to work with another department's committee. Listed below are the two areas of education opportunities stating the learning outcomes. Next steps are to develop assessment tools and to determine improvement steps.

### Leadership

The development of DVD presentations that illustrates students who place themselves at risk to becoming a victim of a crime. The disc portrays students having their lap tops stolen, vehicles being burglarized and rooms entered without their knowledge. The DVD will demonstrate to the students how they can better protect their property.

### Learning Outcome

As a result of participating in the Personal Safety Program, students will take action and advise others on ways to minimize their vulnerability to victimization better than they have previously.

### Diversity

Students have the perception that the City of Stockton is unsafe beyond the borders of the campus. The student will be presented programming on how to better protect themselves in a diverse environment through awareness.

### Learning Outcome

As a result of interacting with Public Safety Officers, students will identify and challenge those stereotypes and attitudes that inhibit their engagement with the greater Stockton community.

## **Observations and Recommendations Conclusions from the Director of Public Safety, Mike Belcher**

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I took over the management of Public Safety on May 15, 2003. When I first took over the position, the department consisted of a director, administrative lieutenant, two field sergeants and six officers. The administrative lieutenant retired a few months after I took over the position. Instead of hiring a replacement, I changed the position into a sergeant's position. I took the three areas the lieutenant managed, (dispatchers, training and special events). Each of the three sergeants now supervise one of these areas. The funding left over from the salary savings allowed me to hire a seventh officer which provided more coverage on the campus.

I implemented the 10/4 work schedule which allowed the department to place officers into free training with Stockton Police, overlapping coverage on the campus and gave officers a better work environment with weekends off every other week. The department currently has enough officers to cover the campus. The University of California system currently has an average of 1.036 staffing ratio per 1000 people on their ten campuses where the University of Pacific has a ratio of 1.9 officers per thousand.

The campus (community) style of policing has served as an effective tool in servicing the needs of the campus community as well as educating the student body in crime prevention. Instead of responding numerous times to the same issue, officers have learned to identify the root cause of a problem and work with the community in identifying possible solutions. The way the officers managed the Drake Apartments where students were causing noise and party complaints illustrates this point.

Officers working with the campus community have resulted in a significantly lower crime rate in compared to the area that surrounds the campus. The majority of the crimes that occur on campus are preventable. Most of the reports indicate property taken was left exposed and unprotected. Suspects took notice of the property and took the opportunity to take it. Most of the violent crime that is committed on campus involves alcohol and is primarily student-on-student. Many of these crimes can be deterred with more education to the campus community and the department continually looks for ways to increase communication and education on and around the campus. Listed below are some of the department's recommendations for future consideration. The items that are italicized are currently in the planning process and we will work to implement these ideas in the near future.

### **Emergency Response**

*The department is meeting with the Pacific Alert Team to have a specific web site designated for emergency response. This site should be linked to other sites that have the most hits or is on the main page of the university. The site would have information on the university's emergency response plan along with unique plans for response to issues regarding SARS, Pandemic Flu, Terror Alerts and contact information. It is also essential that once a year, before the new academic year, that each department on campus receives a training session on the emergency process, including fire drills.*

## Communication

*The department is currently exploring new ways to engage with students. The department should have a minimum of a 20 minute personal presentation with new freshman on what services are available to students on campus and how to protect themselves from becoming a victim. Currently Public Safety's presentation is presented in a DVD format with no opportunity to ask specific questions.*

The department should also be involved in faculty orientation for a number of reasons. First, to educate the new faculty member on the services the department offers and how the department can be an asset in program planning. Second, to educate the security challenges the university presents and how they can be a part of making it a safer campus through property protection and proactively reporting suspicious behavior. Finally, many new faculty members are new to the Stockton area. Public Safety can assist them in identifying the right neighborhood for their family.

*The department is looking at the possibility of opening a Blog either on Facebook or another internet source where students can engage electronically with questions, complaints or suggestions on how to improve the safety of the campus. It would help reduce the Buzz that is created when a crime happens on campus and a student shares his/her perception on what he/she perceived happened. The department could remove the Buzz by informing the community what exactly happened and how the incident could have prevented.*

*The department wants to establish a web based reporting system where members of the community can anonymously report suspicious criminal activity online without the offender knowing who reported the incident. Many planned acts of violence in public schools have been prevented when a student reported the incident before it took place. The department feels that system can work on this campus. Recently a student reported a student Columbine-style plan at East High School in Green Bay Wisconsin, which resulted in three arrests thus preventing the violent act from taking place. Another feature would be to allow members of the community to submit suggestions or make incident report for later follow up.*

*The department will develop a Public Safety pamphlet that could be distributed quarterly. The intent of the pamphlet is to advise the campus what services Public Safety offers, crime related issues on and near the campus, and will include discussion of crime prevention methods. The department continues to look at new crime trends and will take the opportunity to educate the campus community on these new trends and how to prevent from becoming a victim.*

## Education Presentations

Public Safety has submitted several requests to implement a Rape Aggression Defense course to IPC for financing the program and will submit this program December 2006 The Rape Aggression Defense System is a program of realistic self-defense tactics and techniques for women. The R.A.D. System is a comprehensive, women-only course that begins with awareness, prevention, risk reduction and risk avoidance, while progressing on to the basics of hands-on defense training. R.A.D. is not a Martial Arts program. Expanding programs focus on education programs for men. The program costs approximately \$6000 for training and the equipment to teach the program. Some universities have the course as a non credit course for students (Attachment 36).

*Public Safety wants to establish a "Gotcha" program. Officers in the field who observe students placing themselves at risk would alert the student with a "Gotcha" marker. Students who leave their rooms exposed with no one present or an unattended lap top is marked with the "Gotcha" marker notifying the owner that they placed him/herself at risk by leaving his/her property unattended. Other institutions have had success with similar programs (Attachment 37).*

### **Informational Booths**

The university needs to consider staffing informational booths at designated university entrances. The booths could serve several purposes. Attendees could help first time visitors with direction and parking instructions. Attendees could assist with special events with managing traffic inflow to the university and help deter theft on the campus. Walmart introduced the concept when it placed greeters at the front doors of their stores and learned face to face contact with people as they enter the stores, reduced theft in the stores significantly. This proposal will be submitted to IPC in December 2006.

### **Unlocks/Lock ups**

The university is moving to an unlock/lockup system that is managed with the "One Card System" currently being installed. Under the current system, officers and Physical Plant employees have to manually unlock and lock the buildings with a key. There are a number of problems associated with this system. Events hosts currently rely on officers to conduct unlock/lock up service. This presents a problem from a customer service perspective. Officers are subject to calls and may be summoned to a call with a high priority (sexual assault) which would impact their response time to have doors unlocked for an event preparation. The university could address this problem by providing funding for staff hired for the purpose of conducting unlock service for special events

Physical Plant reports there are over 3500 outstanding keys missing throughout the university. Several months ago Stanislaus County arrested a subject on a parole violation and found him with a set of master keys to the university. A few months later, Stockton Unified School District arrested a subject during a burglary investigation of an elementary school. He was found in possession of a university key. The "One Card" system would help eliminate concerns over missing keys. Officers would also have the ability to identify responsables who leave doors propped open and educate them why they need to be properly secured.

### **Property Registration**

*The City of Stockton requires all bicycle owners to register their bicycles with the Stockton Police Department. Public Safety has offered this service to the campus community. Members of the campus register with Public Safety, pay the fee and the registration is forwarded to the City of Stockton. Unfortunately, not many citizens in Stockton register their bicycles. This is evident by the number of stolen bicycles recovered each year but are later auctioned off due to the police department's inability to locate the owner.*

*The campus community has been reluctant to comply with this requirement due to the cost. There is a value in registering a bicycle as important information including serial number, make, model and color are included on the registration form so if it is stolen, this information can be entered into the state system for possible future identification. Public Safety is in the process of implementing an in house identification process with no cost to the campus community. The*

*department would retain this information in case of a theft. This information could aid in the recovery of a stolen bicycles.*

The university should consider a similar process for lap top computers. Each year Public Safety responds to reports of lap top thefts. The majority of the victims have not been able to list the serial number of the computer. A registration process could assist in listing this information for future reference.

### **Parking Information**

The signage for directions to the university and parking related information needs to be improved. The Facility Committee is currently reviewing a signage plan. This plan must address the signage intended for first time visitors arriving in Stockton. Additional signage with corresponding maps should be located at each entrance to inform visitors. This information should include information on visitor parking. The university currently has two antiquated parking pass dispensers. One is located at the Knoles entrance of the university. The other is near the swimming pool. They continue to malfunction during times of rain. The dispensers should be updated and made visible to visitors. Additional dispensers should be located at other entrances for easy access.

### **University Citations**

*The department is in the process of developing in house citations that will direct students through a judicial process. Officers currently have to write reports that are computer generated. This causes the officers to return to the department to complete the report. A citation process on minor university violations would allow the officers to complete the process in the field, keeping them visible on campus. The student would receive a copy of the citation. This notifies the students immediately that they are subject to appearing before a judicial board. This would impact any further violations from occurring before the hearing took place. Currently students don't understand the significance of their improper behavior until they receive a notice several weeks later.*

### **Sales of Protection Devices**

The University Book Store should be involved in the security of the campus. The store should offer self protection devices such as bicycle locks, computer security cables and Data Dot packages. Data Dots is a new product Public Safety and ASUOP have endorsed for sales to students. It is a product that lets students mark their personal property with its own code. If the student's property is stolen, it allows officers to identify the owner of the property if it is recovered. (Attachment 39)

### **Transportation**

The campus community has an expectation that Public Safety provides transportation service. Officers continue to provide students transportation to and from off campus destinations for medical appointments. Public Safety offers golf carts to the campus community as a courtesy. Other campus departments who have carts in their inventory will not provide this service. Unfortunately, many of the carts are returned in need of repair. Public Safety depends on these carts for special events, student escorts and unlock services. One cart is in need of replacement at this time.

As the campus grows in providing special events that requires this transportation service, the university needs to identify its needs and look at purchasing a line of carts instead of relying on Public Safety. There is a special need for six and eight passenger carts to provide transportation for dignitaries touring the campus, commencement, recruitment purposes and special events needs. The university needs to identify a location for recharging these vehicles, policies and procedures for their use and a department responsible for their servicing and maintenance. Six passenger reconditioned passenger carts can be obtained for \$4000 and reconditioned two passenger carts with a fold down seat in the rear (making it a four seat cart) averages \$2500 a piece

### **Student Advocate Program**

The department is looking to expand the Student Advocate Program's website to include more educational material. This would include the ability to download brochures on victimization and opportunities to set up educational classes on line. Training must be expanded to include other campus units. There are a number of staff and faculty members that do not understand the role of the Student Advocate and how it could be a resource in addressing difficult situations.

### **Citizen Academy**

In an effort to improve community, the department would like to establish a citizen's academy. The mission of the program would be to improve police relations and educate the community on police operations. Similar academies are scheduled for nine weeks.

Students, staff, faculty and area residents interested in learning about what happens here on campus would be encouraged to apply. Policing is a collaborative effort that requires an informed citizenry. Citizen's Academy participants get to learn first-hand about law enforcement at the University of Pacific.

### **Student Cadet Program**

Public Safety is looking at the feasibility of establishing a Student Cadet Program. The purpose of the program is to provide support for the University Public Safety Department. The program would be managed by members of Public Safety. The program would be comprised primarily of student volunteers who are non-sworn personnel that do not have powers of arrest. Members of the program are committed to providing the highest level of safety, security, and service to all members of the University community, their visitors and guests. It would be a great way of contributing community service to protect of the University.

Students must be committed to the prevention and control of crime, protection of life and the safeguarding of property through vigilant patrol; Police Cadets would promote the advancement of cooperative relationships within the university environment.

Police Cadets would be required to complete an in-house training program designed by experienced members of the law enforcement community. Additional training is provided throughout the year which is coordinated through Public Safety.

## **Camera Surveillance Systems**

A campus environment that is safe for students, faculty, staff, and property is vital for a learning environment. Parents who are considering the University of the Pacific for their son or daughter express concerns for their safety and security. For officers to be in all areas and at all times can be difficult. The University of the Pacific has identified one resource to increase both the security and sense of security on campus through the installation of surveillance cameras both in housing and office buildings and in parking lots. Using a video surveillance system, university administrators and Public Safety can view the entire campus through multiple camera feeds that appear in adjacent windows on the PC monitor. The staff can closely monitor specific areas or activities by controlling zoom and panning features of the cameras in real-time.

The university's current surveillance system is poor. The university does not have a single network system to capture all video. Several departments have employed their own system without checking if other systems will integrate their network. Some of the systems are no longer working. Public Safety is part of a committee involved in the evaluation of a practicable system that may be used campus wide. Marcus Perro, Director of Budget and Risk Management currently chairs this committee that is evaluating several systems. Once a vendor has been identified and current systems are in working order, the university will prioritize where future cameras will be installed based on crime reports and call load by Public Safety.

If the university wants a proactive system, someone watching the cameras full time, then additional staff would be needed to watch the cameras. Additional dispatchers could be hired to watch the systems. If no additional staff is hired, the current staff could view the cameras when not occupied by other duties. Otherwise it would be used as an investigative tool, looking at incidents after they occurred. Public Safety assisted Risk management in the development of a camera policy and procedure. This item continually comes up during the Public Safety orientation presentation to parents who want to know when a university wide camera system will be installed.

## **Budget Adjustments**

The adjustments to Public Safety's budget over the past few years has not taken into account the increase in vehicle maintenance costs. Public safety continually looks for ways to reduce vehicle costs. Increase use of electric vehicles, bicycle and foot patrol. The department still relies on the motor vehicle for quick response to emergency calls for service and transportation of prisoners and resources. Over the past few years the costs of petroleum related products has increased significantly. During the fiscal year 2005, the department's cost for gasoline was \$11,802 and for 2006 it rose to \$12,970. Vehicle maintenance costs rose from \$17,792 for fiscal year to \$24,848 for fiscal year 2006.

The department's dispatch center should have an additional dispatch console and monitor to allow a second dispatcher during special events and emergency situations. Currently the one dispatch console does not allow for additional personnel to assist during a major emergency or a special event. Over the past few years, the university has increased its involvement as a host location for special events. During a recent weekend, the dispatcher had to monitor calls for service, serve walk in customers, monitor officer's radio traffic, duplicate and file report and. They also responded to the needs of a speech and debate competition and Preview Days. The next day, a major cheer leading competition brought 4000-5000 additional people on campus along with a walk a thon for Junior Diabetes.

## **Staffing**

I believe Public Safety is sufficiently staffed with police officers. The ratio of officers per thousand of campus. The department could use the services of an additional community service officer to address the parking violations across the campus and on nearby neighborhood streets. This person could be periodically assigned to the dispatch center when there is a need for supplemental dispatcher during special events. Currently one dispatcher must answer phones, serve customers who walk in, dispatch calls and monitor radio traffic. They have additional responsibilities when the university hosts special events. This presents challenges for the dispatcher to monitor traffic for several additional special events personnel.

## **Blue Light Emergency Phones**

Emergency telephones are available for students or others who may find themselves in urgent need of help. Encased in a yellow box underneath a blue light, the telephones operate twenty-four hours per day, seven days per week. These phones are for emergency use only. Currently the university staffs 72 emergency phones, 41 which are "blue lite" phones designated by a blue light which is visible at night. Many of these phones are in need of repair which can cost as much as \$2000 a piece. Last year the department received 234 emergency phone activations with the majority being false activations and none which met the level of a 911 call. Many universities are not replacing them due to ineffectiveness and the knowledge most students carry cell phones. I am not advocating this practice since it provides a sense of safety on the campus but it should be an issue for discussion from all members of the campus community.

Finally, the dynamics of crime is an ever changing environment. Criminals are continuing to invent new ways to target the vulnerable. Just a few years ago, officers did not need training regarding computer theft but now it's a major issue. Officers must now work internationally to impact the problem. Public Safety continually looks for new ways to provide security, educational services, customer service improvement and training. The department appreciates input from the campus community on how to improve itself in any of these areas.

## Attachments

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1. University of the Pacific Memorandum of Understanding
2. University of the Pacific Employee Handbook
3. Public Safety's Rules and Regulations
4. Public Safety's Policies and Procedures
5. Stockton Police Department Policy and Procedures
6. Memorandum of Understanding with the City of Stockton
7. Department of Public Safety Uniform Manual
8. Department of Public Safety Field Training Manual
9. Sample P.O.S.T. training provided by Stockton Police Department
10. Performance Log
11. Department Roster
12. Job Classifications
13. Work Schedule
14. Yearly Report
15. Emergency Response Time Matrix
16. Crime Report
17. Stockton Police Crime Summary Sheet
18. Daily Log of Public Safety Calls for Service
19. Weekly Bulletin
20. Orientation Presentation
21. Walk, Stop and Talk Program
22. Adopt a Hall
23. Crime Warnings
24. A.S.U.O.P. Safety Walk Recommendations
25. Public Safety Assessment
26. Student Advocate Monthly Report
27. Special Events Roster
28. Special Events Training Manual
29. Property Manual
30. Property Audit Sheet
31. S.T.R.I.P.E. Policy and Procedures
32. S.T.R.I.P.E. Roster
33. Stockton Record Article
34. Crime Comparison with City of Stockton
35. Crime Comparison with other Institutions
36. Article on Rape Aggression Defense
37. Article on "Gotcha" program
38. University Citations
39. Data Dot Informational
40. Citizen Academy
41. Student Cadet Program