



# STUDENT DEVELOPMENT

## PUBLIC SAFETY ANNUAL REPORT

2012 - 2013

## Department of Public Safety Introduction & Summary

PLNU Department of Public Safety is a private in-house security organization dedicated to the safety and well being of the campus community. Enforcement authority is granted by the PLNU Board of Trustees. All staff officers must complete the training required by the California Bureau of Security and Investigative Services and possess guard licensing as issued through the State of California. The Department of Public Safety exists to serve our students, faculty and staff. The Department is operational on a 7/24 basis. We serve the community with Staff Officers and Student Community Service Officers. The California Colleges and University Police Chiefs' Association (CCUPCA) website, <http://www.ccupca.com/home/> is utilized as a resource. PLNU maintains an institutional membership in the International Association of Campus Law Enforcement Administrators (IACLEA) and routinely utilizes its website, <http://www.iaclea.org/>, for assistance with the implementation of policies and procedures consistent with current federal and state statutes. The Department is a non-sworn agency and our first priority is serving the community. The following is a list of services provided by Public Safety:

- Jump Starts and Air-Pressure Assistance
- Vehicle Unlocks
- Building Locks and Unlocks
- Evening Escorts
- Injury and Traffic Collision Reports
- Vehicle Registration
- Parking Enforcement
- Crime Reports

Student employees are used in the following positions:

- Office Receptionist – Responsible for answering information phone calls, assisting walk-in customers and assisting with iParq.
- Dispatcher – Emergency communications and assigning appropriate resources and assisting walk-in customers when there is no staff department assistant working.
- Community Service Officers – Patrolling the campus, enforcing parking regulations, crime prevention and documentation of crimes and other incidents and staffing the Welcome Center

## Summary of Public Safety Learning Outcomes

**2012-2013**

Intended Learning Outcomes	Cognitive Complexity				Knowledge Acquisition, Integration & Application				Humanitarianism & Civic Engagement				Interpersonal & Intrapersonal Competence						Practical Competence				
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Public Safety	X				X		X			X			X			X	X		X	X	X	X	

## **Public Safety Learning Outcomes**

### **Mission Statement**

To create an environment of safety where students, faculty, and staff are free to learn, teach and work without undue personal safety concerns. To protect university assets through service and technology.

### **Cognitive Complexity**

- 1= Engage with others in constructive ways**
- 2= Assess assumptions and considers alternative perspectives and solutions
- 3= Openness to new ideas and perspectives

Student officers are trained to treat all persons with basic human dignity and respect regardless of the circumstances of the contact. Various situations involving constructive contact are illustrated in the Appendix #1 chart.

### **Knowledge Acquisition, Integration and Application**

- 4= Uses experience and other sources of information to create new insights
- 5= Seeks new information to solve problems**
- 6= Makes connections between curricular and co-curricular learning
- 7= Engages in experiential activities in preparation for the workforce**

Student officers and student dispatchers are provided on the job training in public safety operations. This training focuses on basic job skills including punctuality, organizational sensitivity, report writing, telephone etiquette and customer service. Both officers and dispatchers are encouraged by supervision to apply their training and make use of various resources in order to solve problems quickly and independently. A many-pronged approach is required in most situations which not only requires immediate information recall, but an ability to consult outside sources such as other staff, written procedures and/or electronic files. Our students are not only highly trained in their areas of responsibility but are also trained to learn on the job, incorporating the lessons learned in previous incidents into solutions for current problems. Above all other skills, this ability to think "on their feet" is the most highly sought after for our student employees.

### **Humanitarianism & Civic Engagement**

- 8= A willingness to engage with individuals from a variety of abilities, cultures, ethnicities, and socio-economic backgrounds
- 9= Demonstrates capacity to engage with the complexities of daily life in the global community
- 10= Participation in service/volunteer activities**
- 11= Participates in relevant governance systems

The Department of Public Safety emphasizes to its student employees its core value of community service. While this most often involves engagement with the campus community in an official capacity, the department also facilitates student engagement with wider world on a voluntary basis. Public safety holds semi-annual off-campus student employee meetings that incorporate a service project that benefits a local church or community. Following these service opportunities, many students bring back a greater commitment to participation in community-building and community service.

## **Interpersonal/Intrapersonal**

- 12= Pursuit of knowledge is integrated with beliefs, values, and action
- 13= **Manages conflict constructively**
- 14= Gains holistic awareness of self (including emotional, social, occupational, physical, intellectual, and spiritual)
- 15= Practices self-efficacy
- 16= **Works collaboratively with others**
- 17= **Demonstrates civility when engaged in controversy**
- 18= Demonstrates that self-interest is balanced by a sense of social responsibility

The roles and responsibilities of the Department of Public Safety demand that its employees occasionally enter into stressful, high-stakes situations where the well-being of another is at risk. Our employees are trained to work cooperatively and collaboratively with each other and with other university employees to achieve an optimal outcome. Because some of these situations result from the willful action of an involved party, usually in violation of student conduct policies, conflict is a potential result. Maintaining a calm and rational approach to each situation is a core component of our training program. When confronted with conflict, our students use a problem-solving approach that respects each involved party and takes their holistic well-being into consideration. Effective communication is key to achieving the desired outcome and is an integral part of their development as student employees. In fact, much of the work of building strong relationships with the campus community is done in advance by assigning each student officer an area of responsibility (often a residence hall) where they provide ongoing personal safety education and act as a liaison to the department.

## **Practical Competence**

- 19= **Sets and pursues individual goals**
- 20= **Speaks and writes coherently and effectively**
- 21= **Uses technology ethically and effectively**
- 22= **Demonstrates leadership skills**
- 23= Demonstrates effective stewardship of resources

Students in public safety are given a tremendous amount of freedom to determine the pace and focus of their work. While our emergency responses are carefully scripted, many hours often pass between incidents. During these periods of inactivity, our officers are encouraged to focus on less task-specific job duties and instead make use of this time in a constructive manner. As a result, our students learn the importance of using time wisely, of setting small goals and then accomplishing them, of seeking out additional work and then completing it. The students who demonstrate self-starter characteristics are selected for promotion, which rewards them with both greater freedom and greater responsibility in their job duties.

In order to carry out its mission, public safety utilizes a network surveillance system, an electronic dispatch log, and report writing software. Other computer databases are used in support of these technologies as well. These systems provide access to sensitive confidential information. Public safety student employees are required to adhere to written policies that protect student privacy and outline ethical use of university resources. History suggests our students meet this requirement without question and gladly assume the responsibility of using technologies. A high degree of computer literacy is required to obtain a position within the department. Public safety employees are taught to make ever-greater use of these powerful tools while discharging their duties. In another sense of the word, students are given access to personal defense "technologies" such as pepper spray

and high-voltage stun guns. Though the assignment of such technologies to students was made with some trepidation, they have proven to wield them safely and effectively as personal defense systems.

Given the scope of Public Safety's role on campus, our students routinely encounter a wide variety of situations that demand follow-up by other university officials and departments. For that reason, it is extremely important that each incident be documented thoroughly and accurately in written reports. Therefore, a strong training emphasis exists within the department on report writing, making it the most frequently reviewed topic in regular staff and student employee training meetings. Our commitment to developing writers makes use of and reinforces their classroom instruction on thinking critically and communicating effectively.

## Appendix #1

### Department of Public Safety Constructive Engagement

Service	Who Initiates Engagement	Frequency of Engagement	Description of Engagement	Recommendation for future
Vehicle Registration	Students, Faculty and Staff	Initial vehicle registration followed by update as needed.	Portal, phone and e-mail.	Continue.
Parking Enforcement	Student and Staff Officers	Multiple daily contacts.	Parking Citations	Continue
Citation Appeals	Students	Monthly	Portal	Continue to meet Bi-monthly.
Residence Hall Safety.	Student Officers	Twice per semester.	In person, bulletin boards and fliers	Continue
Emergency Response Coordinator	Staff Officers/ Director	Annually	In person	Annual Refresher Training
Alcohol Awareness / Personal Safety	Students, Faculty, Staff, Local Law Enforcement	Two per year	Collision Display, Posters, Personal Interaction	Continue

## Appendix #2

**Types of Assessment** - Numerical data accumulated from daily operations.

- Vehicle Registration
- Revenue
- Jump-Starts
- Vehicle Unlocks
- Injury Reports
- Incident Reports
- Vehicle Accident Reports
- Citations Issued
- Citations Appealed
- Building Unlock Requests
- Vehicle Lock-outs
- Escort Requests

1. Vehicle Registration for the 20012/2013 school year:

- Total Student Vehicles 976
  - Residents 377
  - Commuters 417
  - ROTC 17
  - RA 18
  - Motorcycle 28
- Total Faculty/Staff Vehicles 176

2. Revenue:

- Total Citations issued \$86,425.00
- Appeals Granted \$21,230.00
- Grand total \$63,780.00

3. Jump-start and air services: 136.

4. Injury/Illness Reports: 21.

5. Incident Reports: 56

6. Alarm Responses:

7. Vehicle Accident Reports: 16

8. Our assessment of parking enforcement is that it yields an effective and positive outcome.

- Total Citations: 2185
- Repeat violators (4+ citations): 23
- Freshman violators: 14
- Banned vehicles 9

9. Citation Appeals.

- Total Appeals 577
- Appeals Granted 344
- Appeals Denied 193
- Appeals Reduced to Warning 36

10. Building Unlock Requests: 553

11. Vehicle lock-outs: 20

12. Escort Requests

- Regular: 1586
- Special Needs: 43

12. DPS conducted a collaborative Alcohol Awareness Day event on Monday February 27, 2013. This was a collaborative effort involving DPS, MADD, Student Success and Wellness Center, Physical Plant, San Diego Police Department and California Highway Patrol. There was a wrecked car on display and both SDPD and CHP brought DUI goggles. Students were encouraged to try field sobriety tests and board games with the goggles on. The following photos illustrate the event and its turnout. It was scheduled immediately prior to spring break to maximize the alcohol awareness message relevance.









# Department of Public Safety

## Organizational Chart

