

Saddleback College Administrative Unit Review for College Police Department



Submitted

OCTOBER 2010

Table of Contents

Team Members and Approval Page	2
Program Review Checklist	3
Unit Overview	4
Review Report.....	7
Needs Assessment	13
Appendices	14

Program Review Team Members and Approvals

Program Review Team Chair:

James Pyle

Program Review Team Members:

Jean Lukas

Andrew Craven

Approvals:

Division Dean

Program Review Chair

Academic or Classified Senate President

Vice President of Instruction or Student Services

Program Review Checklist

Date Completed	Action
03-05-08	Contact Program Review Chair for orientation
02-22-08	Form Program Review Team
2008-2010	Gather documents (Org Chart/Staffing Profile/AUO Assessment Forms)
05-01-09	Solicit input from faculty and students
07-01-10	Determine if additional research is needed
05-27-08	Contact College Research Analyst if necessary
08-10-09	Write Program Review report
10-01-10	Submit report to Dean or VP and Program Review Chair for approval
x	Report submitted to Academic or Classified Senate for approval
x	Report submitted to Office of Instruction or Student Services for approval
x	Report submitted to College President and the Office of Institutional Effectiveness
x	Report posted to the IE web site
	Presentation to the Planning and Budget Committee

Section I: Unit Overview

A. The Mission of the Unit and it's link to the College's Mission and Goals

To provide our college community with the highest level of safety and police services, while respecting human dignity and understanding the needs and values of all community members, in direct support of Saddleback College's mission of providing excellence in education.

Saddleback College Police Department is committed to advance the education mission of Saddleback College by providing a coordinated service response for the protection of life and property. The Department is committed to the principles of community oriented policing and problem solving. The Department strives to provide a secure and peaceful environment and to promote mutual cooperation that enables a positive social atmosphere in which learning can take place. The Department is committed to fairness, compassion and excellence while providing law enforcement and safety and security services in accordance with the law of the land and the policies of the College and District.

B. Historical Background and Unique Characteristics of the Unit

On August 1, 1973, the Saddleback Community College District Board of Trustees, with a unanimous vote, establishes the Saddleback Community College District Police Department in accordance with the provisions of Educational Code 72330, and California Penal Code Section 830.32(a).

Effective December 1, 2002, the Saddleback College Police Department is recognized and formally accepted into the California Commission on Peace Officer Standards and Training (POST) program. Department police officers receive the same basic training as municipal and county peace officers, plus additional training to meet the unique needs of a campus community environment.

Department police officers are uniformed, armed, and possess similar authorities under the law as municipal police officers that include statewide police authority. Department police officers patrol the campus 24 hours a day, 365 days a year. Department police officers enforce the law, arrest violators, investigate and suppress crime, enforce traffic laws and parking regulations, and provide a full range of services to the college community.

The College Police Department handles all calls for assistance and information 24 hours a day through trained department staff which may also include Police Officers on duty during campus non-operational hours.

The College Police Department is dedicated to providing a safe and secure environment for teaching, and public service through uniformed patrol and rapid response to calls for emergency response, service, investigations, education and

implementation of preventative strategies. The College Police Department is grounded in a community policing philosophy which utilizes campus partnerships as the most effective approach for insuring a safe campus.

Since 1973 the Department has enjoyed a professional working relationship with numerous other agencies in ensuring the safety of staff, students and general public.

A Protocol Agreement exists between Saddleback College Police Department and the Orange County Sheriff Department which outlines each department's crime reporting responsibilities, mutual aid, and the exchange of information between departments. When requested, the Orange County Sheriff provides information on criminal records, wanted persons, stolen property, and vehicle owner and registration information. All crimes reported to this Department are investigated, and when appropriate, referred for prosecution through the Orange County District Attorney's Office. Criminal and non-criminal matters involving college students may also be referred to the Vice-President of Student Services for disciplinary action.

C. Progress since the Last Program Review

This is the first program review for the department.

D. Current Strengths, Opportunities, and Challenges

Strengths

1. Known throughout the college and university systems and within the law enforcement profession in general as a well established and respected POST certified campus law enforcement agency.
2. The department is well led by experienced and professional leaders that understand and implement the right mix of systems and operational modalities to serve the unique requirements of the academic community.
3. The department is comprised of and recruits highly trained, motivated and team oriented employees that are student focused and committed to providing a safe and secure learning environment.

Opportunities

1. Eagerness to improve department efficiency and effectiveness through the shared governance model that allows open and honest communication and evaluation in the combined effort to establish and implement a mutually supportive decision point and action plan.
2. Implement needed change through attracting and recruiting new employees with fresh ideas, experience, and energy to better serve the students as the department ages and requires replacement of retiring personnel.
3. To inspire and influence an academic and department culture that traditionally has resisted new ideas and risk taking, so the college in

general can rapidly adapt to the ever increasing social, political and technological changes in today's society.

Challenges

1. Attracting and retaining the experience and quality of employees that is required to perform the complex and multifaceted functions of a community college police and safety and security department.
2. Continuing to provide the quality and level of expected service and security as revenue and resources diminish to a community that constantly demands and expects increases in the level of protective service without associated increases in costs.
3. Supporting and adapting to ever changing social and political changes while attempting to provide stable and consistent protective services to the community we serve.

Section II: Review Report

A. Staffing and Organizational Structure

Staffing currently consists of the following Department employees:

Chief of Police

Plans, develops, organizes, coordinates, directs, reviews and evaluates College-wide police, security, emergency response, disaster preparedness, parking control and revenue generation programs, services, operations, activities and processes to protect the lives and property of students, faculty, staff and the College. The Chief ensures the protection of College personnel and facilities in accordance with Federal, State, and local laws, codes and regulations as well as College public safety policies and procedures. Trains, supervises and evaluates the performance of assigned personnel. The Chief prevents, deters and suppresses unlawful activity by implementing community-oriented and problem-oriented policing strategies and techniques for the College, including the direction, coordination and review of policies and procedures for the physical security of building and equipment for the College and other assigned grounds or properties owned, operated, controlled or administered by the College or District. The Chief coordinates assigned activities with other departments and with local law enforcement agencies and Federal and State agencies, as required. The Chief prepares and administers annual program budgets; and provides highly responsible and highly complex administrative assistance to the College President as assigned.

Deputy Chief of Police

The Deputy Chief of Police participates with the Chief of Police in planning, developing, organizing, coordinating, directing, reviewing and evaluating College-wide police, security, emergency response, disaster preparedness, parking control and revenue generation programs, services, operations, activities and processes to protect the lives and property of students, faculty, staff and the College. The Deputy Chief ensures the protection of College personnel and facilities in accordance with Federal, State, and local laws, codes and regulations as well as College public safety policies and procedures. Trains, supervises and evaluates the performance of assigned personnel. The Deputy Chief prevents, deters and suppresses unlawful activity by implementing community-oriented and problem-oriented policing strategies and techniques for the College, including the direction, coordination

and review of policies and procedures for the physical security of building and equipment for the College and other assigned grounds or properties owned, operated, controlled or administered by the College or District. The Deputy Chief coordinates assigned activities with other departments and with local law enforcement agencies and Federal and State agencies, as required. The Deputy Chief participates in preparing and administering annual program budgets; and provides highly responsible and highly complex staff assistance to the Chief of Police as assigned and performs a variety of technical tasks relative to assigned area of responsibility.

Police Officer(s) - 8

Under the direction of the Chief of Police, or the Deputy Chief of Police, Police Officers perform law enforcement and crime prevention work, to include patrolling college properties in an effort to proactively preserve law and order and achieve positive public relations. Officers respond to life and property emergencies, complaints, concerns or questions, personal escorts, and administer proper procedures to ensure public safety; conduct criminal investigations; make arrests; enforce local, State, Federal laws; enforce parking regulations, control and direct traffic, to include responding to and conduct traffic accident investigations. Officers inspect and maintain the security of all College building facilities; initiate and may complete follow-up investigations of infractions, misdemeanors, felonies, motor vehicle incidents and College policy violations; prepare written reports, affidavits, warrants and memoranda for transmittal to Orange County District Attorney's Office, Department of Motor Vehicles, College departments and other law enforcement agencies. Officers maintain law enforcement presence at College and District functions; provide escorts of negotiable assets for College departments.

Senior Administrative Assistant - 1

The Senior Administrative Assistant participates in the administration of the Police Department office; assisting the Chief of Police in meeting reporting requirements, functional responsibilities, and research objectives; provides responsible and complex secretarial and confidential assistance; assist in organizing Department personnel training supported by the College and District. Plans and organizes administrative office support functions; coordinates, review update, and inform the Chief of Police and others of essential timelines; discuss and review calendar of events on a regular basis with the Chief of Police to assure timely coordination of office activities and status of assigned projects; develop schedules related to department activities and services. Answer telephones and respond to questions and requests for information from administrative, management, academic, and/or classified staff and the general public; communicate information in person or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary.

Parking Coordinator - 1

The Parking Coordinator under general direction of the Chief of Police, serves as a first level appeals officer for appeals to parking citations; interprets and explains parking rules and regulations to those being cited; determine appropriate action to be taken regarding each citation issued; serves as liaison between the College and local courts regarding parking and traffic violations. Evaluates operations and activities of College parking programs; recommend improvements or modifications; prepare various reports on operations and activities. Provide staff instruction regarding appropriate enforcement of parking and related traffic ordinances including practices and procedures of writing and issuing citations. Coordinates and performs minor maintenance involving parking meters, area lights and painting of curbs, walkways, parking lots; report specialized or more complex maintenance needs to appropriate personnel as required. Collects and delivers monies to the business office from College campus parking meters and citation payments according to established policies and procedures. Maintains, oversees, electronic; parking permit sales, citation payments and department web site. Composes parking/citation based correspondence electronically and by mail. Process parking citations; batch and transmit citations to contract service-processing agency. Answers telephones and dispatches calls to officers as required; responds to general questions and inquiries from students, academic staff, classified staff and the general public.

~~Campus Police Office Assistant – 2 (positions active – 2010 termination)~~

~~The Campus Police Office Assistant under general direction of the Chief of Police/Deputy Chief of Police serves as receptionist for the department; receives office telephone calls; provides material and information in response to requests for information related to assigned department area of responsibility; convey telephone messages; refer callers to appropriate staff for further assistance as needed. Receives emergency calls for help from students and staff requesting police, fire, paramedic, or other emergency services; determine nature, priority, and location of emergency; dispatch Campus Police and call other emergency units as necessary; coordinate arrival of outside agencies and provide directions to appropriate location. Monitors fire and intruder alarms on computer detection screens and takes appropriate action. Assist with the issuance of parking permits to students, staff, and special student categories; receipt payment received; prepare ledger, balance monies received, forward to business office. Provide assistance to individuals having received citations; providing information for appealing citation. Monitor and maintain key logs, maintain safe storage for lost and found items. Perform general clerical duties; provide daily and weekend reports to Police Officers utilizing various office equipment and computer equipment.~~

Campus Police Dispatcher – 1 (Position to be filled, 2010)

The Campus Police Dispatcher under the general direction of the Chief of Police/Deputy Chief of Police receives incoming calls including emergency

calls for police, fire, and other emergency assistance, dispatches police units and informs other emergency service agencies as appropriate; performs a variety of specialized office support and clerical duties in support of the Campus Police Department at an assigned campus; and provides a variety of information and assistance to students, faculty, staff, and the general public relative to assigned area of responsibility.

B. Programs and Services

All program and service information is provided to the college community by employee contact, published material, and electronically transmitted through the college website.

Escort Service: 24 hour service provided 7 days a week to all students, faculty, staff, and visitors to the college.

Vehicle Assist: 24 hour assistance, towing, key retrieval.

Lost & Found: Normal hours of operation, items returned to owner, or reported lost by owner at the College Parking Office.

Parking Permit Purchases: Faculty, staff and student (semester/yearly) parking permits are available for purchase at the College Parking Office or electronically purchased through the college website.

Daily parking permits are available for purchase at electronic permit dispensers (5) located in various parking lots, and over the counter at the College Parking Office.

Parking Citation Assistance: College Parking Office walk-in, telephone, or electronically through the college website.

Emergency Telephones/Call Boxes: Emergency telephones located on hallway walls throughout all college buildings. Emergency call boxes (15) located in college parking lots and the college swimming pool.

Emergency Campus Procedures: Printed Emergency Procedures plainly visible throughout all college buildings (mounted next to doorways) and reproduced on the college website.

Safety Bulletin: Safety information provided to the community on the College Police Department website.

Mobile Emergency Command Center: 24/7 available mobile center for disasters, fires, tactical situations, hazardous materials incidents, major events requiring a coordination center, and major crime situations.

Crime Awareness/contact information: Walk-in/telephone College Police Office, college wide published material and electronically provided through the college website.

C. Student/Constituency Satisfaction

Satisfaction is determined through a yearly campus wide staff and student satisfaction survey. Daily department interaction with staff, students and visitors provides indicators of needed changes in the needs of the total college community .

D. Facilities, Technical Infrastructure, and Resources

The College Police Department is currently located in Parking Lot 2 (Appendix - D).

Emergency Mobile Command Center (Appendix F)

E. Outreach and Collaboration

Existing policies, procedures, capabilities and interdepartmental relationships and communications to identify and support at-risk students are in place and have been implemented and used in an effective manner.

The College Police Department and the Office of the Vice President of Student Services have a professional working relationship. Both offices work closely together in sharing and coordinating information and assessments of potentially volatile situations.

The Office of Student Services and its Counseling Division and Student Health Department have developed protocols and procedures designed to identify and intervene to help persons with mental health issues. When circumstances dictate, Campus Police becomes involved as a preventive measure and additional information provider.

Some work has been done in creating a College Threat Assessment Team charged with examining the most complex cases of distressed students and empowering it to act quickly when necessary. Further refinement and protocols need to be explored and coordinated.

Improvements in communications among academic divisions and faculty with the V.P. Office of Student Services and Campus Police is in progress in identifying problematic students and disruptive behavior, so a clear picture is available when students are in distress or when at-risk students are acting out.

Expanding of training is ongoing of Administrators, Faculty, and staff in violence prevention recognizing that campus safety is the province of all College and District employees to some extent.

In the event of an emergency, the Campus Police Department has developed an Emergency Response Plan to minimize the impact of an emergency on students, staff, visitors and facilities, restoring academic programs, and protecting College property and resources.

College employees who have identified roles within the Emergency Response Plan are required to complete the Campus Police Department supervised training in the National Incident Management System (NIMS). Mock disaster drills are held on campus as part of the employee's on-going disaster preparedness training which identify the strengths and weaknesses within the program.

Section III: Needs Assessment

A. Human Resource Needs

Due to a Police Officer retirement, the department was processing applications for one vacated position. This position has been placed on "Indefinite Hold". Full staff attainment will not be achieved within the year 2010.

B. Instructional/Service Needs

N/A

C. Research Needs

N/A

D. Technical, Equipment and other Resource Needs

The Saddleback College Police Department recommends the following Department improvements are augmented to address emergency situations that might arise in the future:

- Hiring of additional Police Officers.
- Hiring of POST certified Department Dispatcher(s).
- Hiring of additional Security Officers.
- Replacement rotation of aged and damaged patrol vehicles.
- Camera and computer mounted inside all patrol cars.
- Replacement rotation of aged and damaged direct communication (radios) between emergency responders and Campus Police.
- On-going emergency training for Police Officers.
- Add/Update Police Office communication infrastructure to monitor building alarms/cameras and telephonic/radio traffic.
- Install a backup emergency power generator in support of the Emergency Operations Center (Police Station).
- Install a portable power generator in support of the Emergency Mobile Command Center.

Section IV: Appendices

A. Unit Organizational Chart

Appendix A.

B. Five-Year Program Staffing Profile

Appendix B.

C. AUO Assessment Forms

Appendix C.

D. Police Department Site Plan

Appendix D

E. College Wide Survey

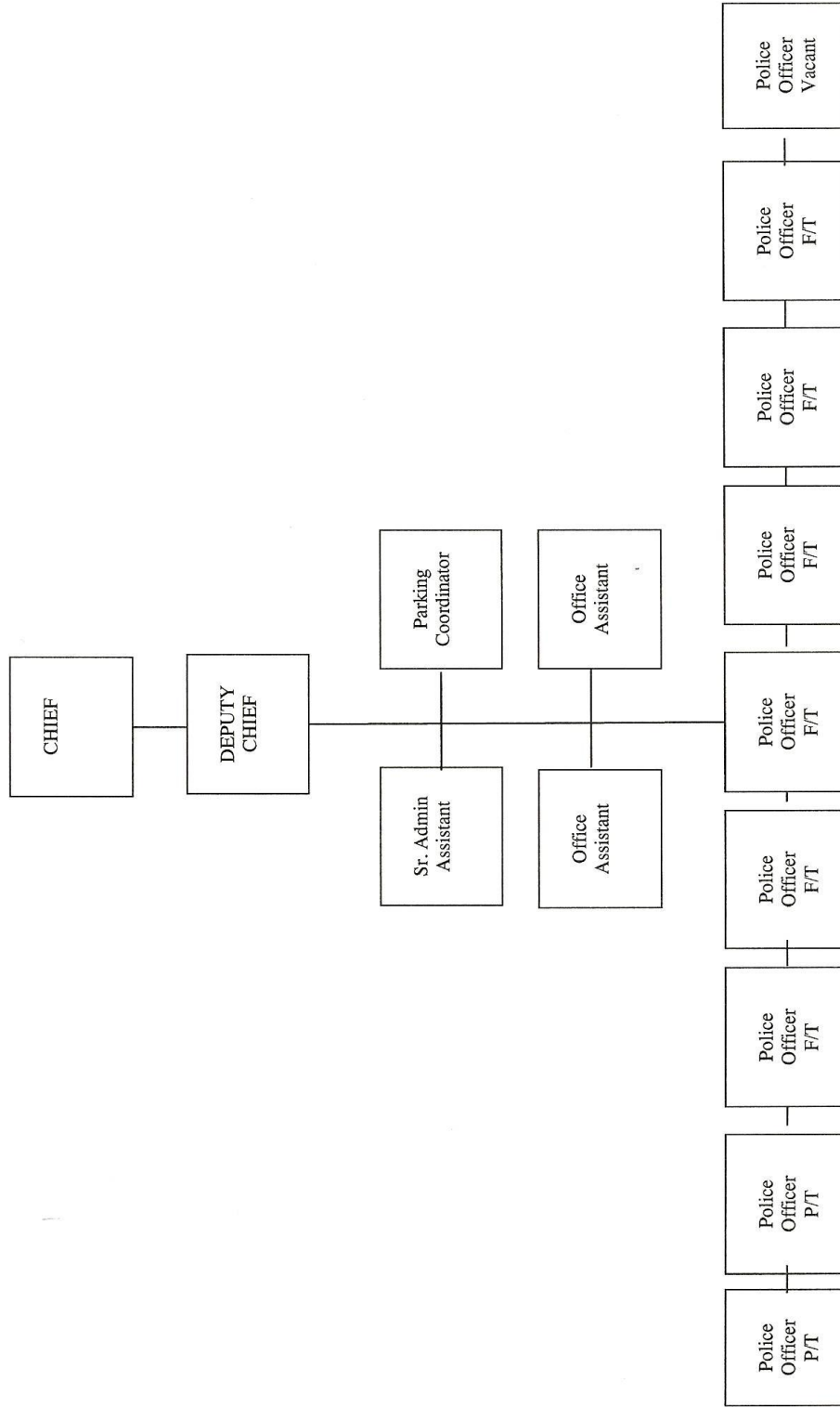
Appendix E

F. Emergency Mobile Command Center

Appendix F

Appendix A

Appendix A
SADDLEBACK COLLEGE POLICE DEPARTMENT



Appendix B

Appendix B

Ten-Year Program Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					% Change from Year 1 to Year 5
	2004	2005	2006	2007	2008	
Administration	2	2	2	1	2	0.0%
Bargaining Classified Staff FT	9	9	11	11	11	+1.22%
Bargaining Classified Staff PT	5	2	2	2	2	-.40%
Non-bargaining Classified Staff FT	0	0	0	0	0	0.0%
Non-bargaining Classified Staff PT	0	0	0	0	0	0.0%
Student Workers	1	2	3	3	3	+.33%
Faculty FT	N/A	N/A	N/A	N/A	N/A	N/A
Faculty PT	N/A	N/A	N/A	N/A	N/A	N/A

Position	Staffing Levels for Each of the Previous Five Years					% Change from Year 1 to Year 5
	2006	2007	2008	2009	2010	
Administration	2	1	2	2	2	0.0%
Bargaining Classified Staff FT	11	11	11	9	9	-.82%
Bargaining Classified Staff PT	2	2	2	2	2	0.0%
Non-bargaining Classified Staff FT	0	0	0	0	0	0.0%
Non-bargaining Classified Staff PT	0	0	0	0	0	0.0%
Student Workers	3	3	3	2	2	-.67%
Faculty FT	N/A	N/A	N/A	N/A	N/A	N/A
Faculty PT	N/A	N/A	N/A	N/A	N/A	N/A

Appendix C

Campus Police Department August 2007- 2008

I	II	III	IV	V
Expanded Statement of Institutional Purpose	Administrative/Service Outcomes	Assessment Method and Criteria for Success	Assessment Results	Use of Results
<p>To provide our college community with the highest level of safety and police services, while respecting human dignity and understanding the needs and values of all community members, in direct support of Saddleback College's mission of providing excellence in education.</p> <p>Saddleback College Police Department is committed to advance the education mission</p>	<p>1. Students/general public attending the Saddleback College campus will have the ability to contact the Campus Police Department for assistance from all parking lots through out the campus 24 hours a day, 7 days a week.</p>	<p>1. Improved service to the students will be assessed by monitoring the volume of requests for personal or vehicle assistance received by this department via parking lot phones. Success will be realized with noticeable elevated phone calls for assistance.</p>	<p>1. Officers field logs for a six month period preceding the installation of the parking lot phones for the same time period prior to the installation of the lot phones reflected a significant rise in officers responding to calls for personal assistance.</p>	<p>1. Additional notification on location and usage of parking lot phones introduced to students on the Saddleback College web site and other college wide printed publications.</p>

I	II	III	IV	V
Expanded Statement of Institutional Purpose	Administrative/Service Outcomes	Assessment Method and Criteria for Success	Assessment Results	Use of Results
<p>of Saddleback College by providing a coordinated service response for the protection of life and property. The Department is committed to the principles of community oriented policing and problem solving. The Department strives to provide a secure and peaceful environment and to promote mutual cooperation that enables a positive social atmosphere in which learning can take place. The Department is committed to fairness, compassion and excellence while providing law enforcement and</p>	<p>2. Students attending Saddleback College will be invited on the college web site (My Site) to save time and money by electronically purchasing campus parking permits on line during registration or anytime there after. Students will receive parking permit by return mail.</p>	<p>2. Parking Coordinator assesses changes in the daily volume of over the counter sales of parking permits and exchanges of temporary parking permits. Success based on the continued reduction of walk in sales.</p>	<p>2. Permit sales tally sheets reflected a 100% reduction in over the counter permit exchanges and a significant drop of over the counter sales.</p>	<p>2. System evaluation produced a single step program for students to purchase parking permits on line without additional trips to the campus. Students receive their parking permit in the mail prior to the first day of the semester.</p>

I	II	III	IV	V
Expanded Statement of Institutional Purpose	Administrative/Service Outcomes	Assessment Method and Criteria for Success	Assessment Results	Use of Results
<p>safety and security services in accordance with the law of the land and the policies of the College and District.</p>				

Campus Police Department August 2008- 2009

I Expanded Statement of Institutional Purpose	II Administrative/Service Outcomes	III Assessment Method and Criteria for Success	IV Assessment Results	V Use of Results
<p>To provide our college community with the highest level of safety and police services, while respecting human dignity and understanding the needs and values of all community members, in direct support of Saddleback College's mission of providing excellence in education.</p> <p>Saddleback College Police Department is committed to advance the education mission of Saddleback College by providing a coordinated service</p>	<p>1. Develop a one step staff/student personal computer (web based) or department site all-in-one computer cashing system that will increase student I.D. security with minimum human error. Staff/student generated program that simplifies the parking permit purchasing and parking citation payment process.</p> <p>2. Develop an annual college wide College Police Department and Parking Department Satisfaction Survey.</p>	<p>1. Department program assessment through a yearly staff/student email based survey and staff/student feedback.</p> <p>2. Work with the Director of Research to develop and distribute satisfaction surveys that will produce a clearer</p>	<p>1. Increased student I.D. security.</p> <p>Minimum system errors.</p> <p>Accountability.</p> <p>All-in-one simplified citation and parking permit payment transactions.</p> <p>2. Campus parking availability and location was rated very low with the staff and students.</p>	<p>1. Added additional on-site computers (Parking Department) for staff/student connivance.</p> <p>2. Parking adjustments are routinely made throughout the campus to help relieve the shortage in</p>

I	II	III	IV	V
Expanded Statement of Institutional Purpose	Administrative/Service Outcomes	Assessment Method and Criteria for Success	Assessment Results	Use of Results
<p>response for the protection of life and property. The Department is committed to the principles of community oriented policing and problem solving. The Department strives to provide a secure and peaceful environment and to promote mutual cooperation that enables a positive social atmosphere in which learning can take place. The Department is committed to fairness, compassion and excellence while providing law enforcement and safety and security services in accordance with the</p>		<p>understanding of the strengths and weaknesses of this department.</p>	<p>Police services overall, scored very high in staff/student satisfaction.</p>	<p>parking for the disabled and staff and students.</p> <p>Survey feedback was presented to employees during department meetings. Productive useful strategies for better serving the college community were discussed.</p>

I	II	III	IV	V
Expanded Statement of Institutional Purpose	Administrative/Service Outcomes	Assessment Method and Criteria for Success	Assessment Results	Use of Results
law of the land and the policies of the College and District.				

Campus Police Department 2009- 2010

I	II	III	IV	V
Expanded Statement of Institutional Purpose	Administrative/Service Outcomes	Assessment Method and Criteria for Success	Assessment Results	Use of Results
<p>To provide our college community with the highest level of safety and police services, while respecting human dignity and understanding the needs and values of all community members, in direct support of Saddleback College's mission of providing excellence in education.</p> <p>Saddleback College Police Department is committed to advance the education mission of Saddleback College by providing a</p>	<p>1. Design and place into service a mobile Emergency Operational Center. This mobile EOC will house administrative and security personal monitoring and managing all college personnel involved in emergency operations. Wherever and whenever needed, the mobile EOC can be strategically located providing a fully equipped College Emergency Operations Center on site. The mobile EOC is equipped with various</p>	<p>1. Mobile Emergency Operational Center will be utilized during all future emergency operation drills. Success of the mobile EOC will be measured by feedback from Administration, Faculty and Staff who participate in those drills.</p>		

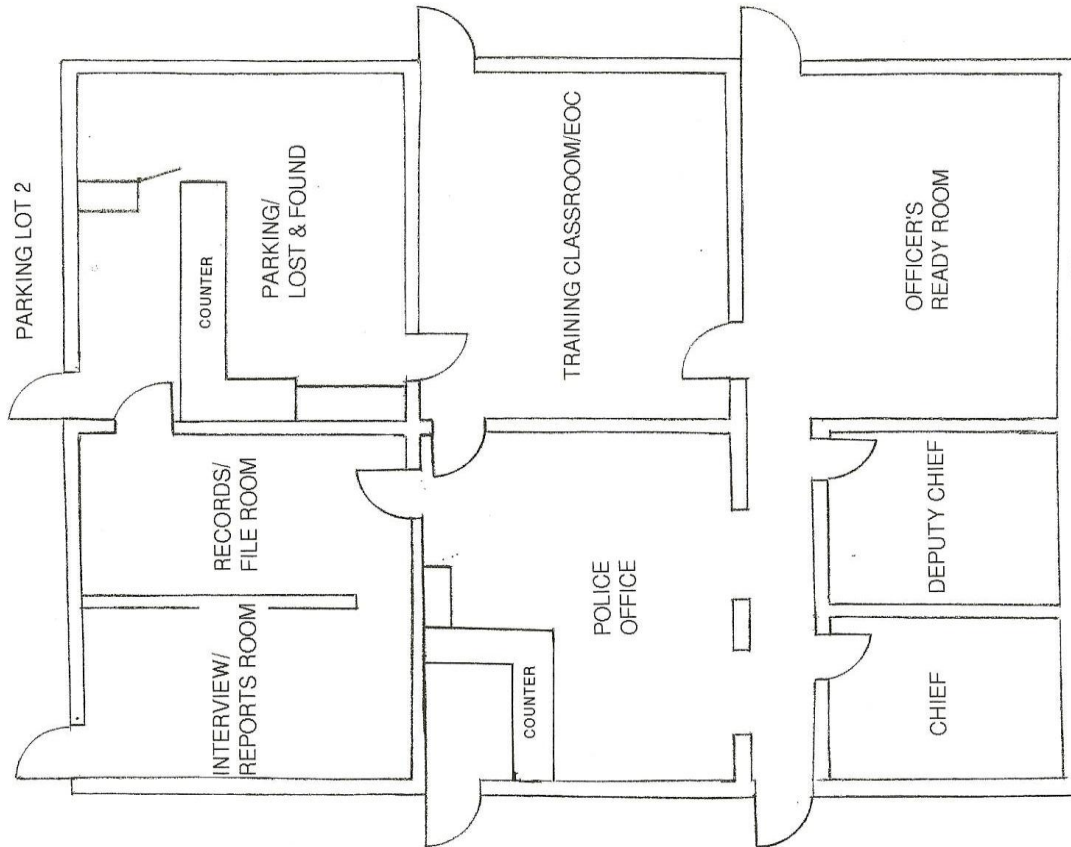
I Expanded Statement of Institutional Purpose	II Administrative/Service Outcomes	III Assessment Method and Criteria for Success	IV Assessment Results	V Use of Results
<p>coordinated service response for the protection of life and property. The Department is committed to the principles of community oriented policing and problem solving. The Department strives to provide a secure and peaceful environment and to promote mutual cooperation that enables a positive social atmosphere in which learning can take place. The Department is committed to fairness, compassion and excellence while providing law enforcement and safety and security services in</p>	<p>communication and informational capabilities such as cell telephones, county wide radio communications with mutual aid providers and disaster relief agencies. The mobile EOC supports educational institutional communications, campus-wide UHF/VHF radio communications, AM/FM radio, television and computer access. The EOC will oversee and provide public information, medical aid and other forms of support to students, staff, faculty and the surrounding community.</p>			

I	II	III	IV	V
Expanded Statement of Institutional Purpose	Administrative/Service Outcomes	Assessment Method and Criteria for Success	Assessment Results	Use of Results
<p>accordance with the law of the land and the policies of the College and District.</p>				

Appendix D

Appendix D

**SADDLEBACK COLLEGE
POLICE DEPARTMENT
BUILDING**



Parking Lot 1

Appendix E

Appendix E

College Wide Survey

March 27, 2009 – May 01, 2009

**SADDLEBACK COLLEGE
CAMPUS POLICE DEPARTMENT
OPINION SURVEY**

3/27/09 – 5/01/09

3. Overall Rating of Police/Security Services on campus
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered
4. Police/Security Protection on campus
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered
5. Web Site Crime Prevention/Awareness Information
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered
6. Safety Escort Service on campus
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered
7. Campus Police Officers Courtesy
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered
8. Campus Police Officers overall knowledge and answering of questions
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered
9. Campus parking and traffic control
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered

10. Available parking and traffic information
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered
11. Campus parking and traffic signage
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not Answered
12. Parking Department personnel courtesy
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Not Answered
13. Parking Department personnel overall knowledge and answering of questions?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Not Answered
14. Posted Emergency Action and Evacuation Information
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Not Answered

Research

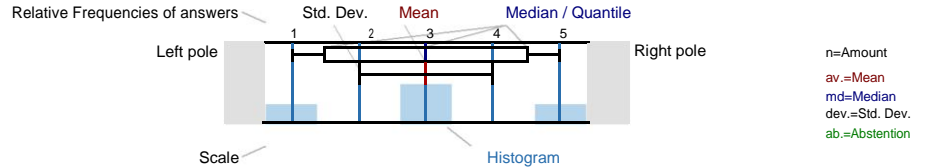
Campus Police Department Opinion Survey 2009 (Administrators/Faculty/Staff) ()
No. of responses = 206



Survey Results

Legend

Question text



Survey Questions

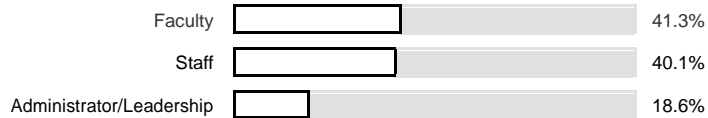
1.1) What is your employee status?

n=172

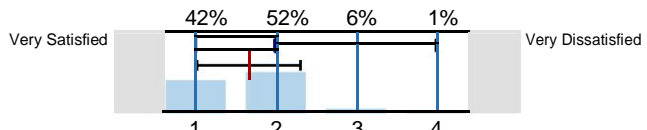


1.2) What is your primary employee position?

n=172

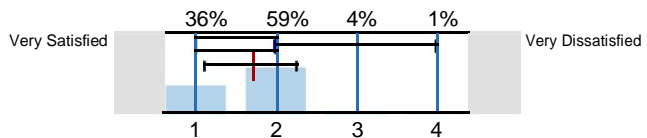


1.3) Overall rating of Police/Security services on campus



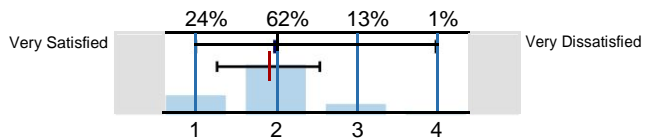
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av.=1.7
md=2
dev.=0.6
ab.=6

1.4) Police/Security protection on campus:



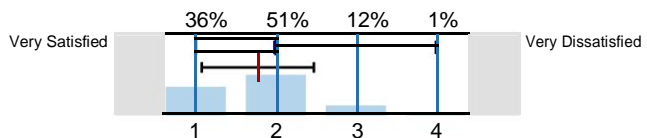
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av.=1.7
md=2
dev.=0.6
ab.=14

1.5) Accessibility to website crime prevention/ awareness information



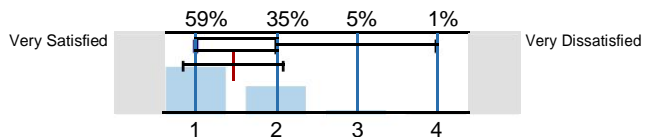
n=121
av.=1.9
md=2
dev.=0.6
ab.=83

1.6) Safety escort service on campus



n=94
av.=1.8
md=2
dev.=0.7
ab.=109

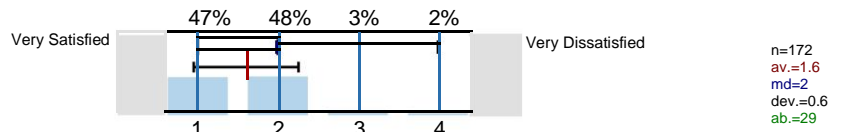
1.7) Campus police officers' courtesy



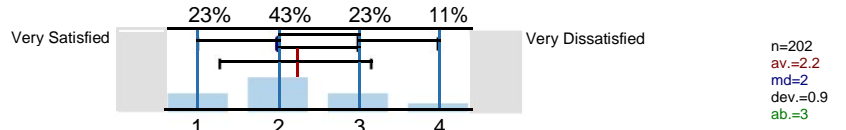
n=184
av.=1.5
md=1
dev.=0.6
ab.=15

Class Climate evaluation

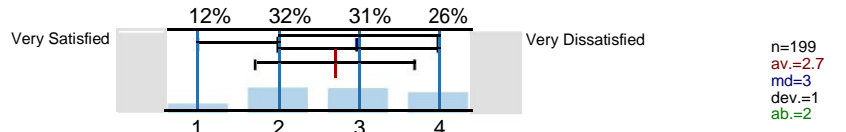
1.8) Campus police officers' overall knowledge and answering questions



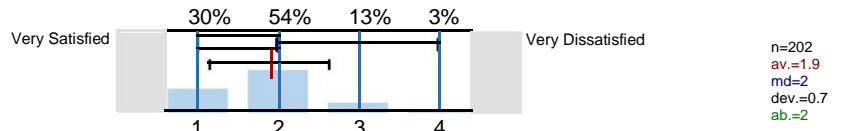
1.9) Campus parking and traffic control



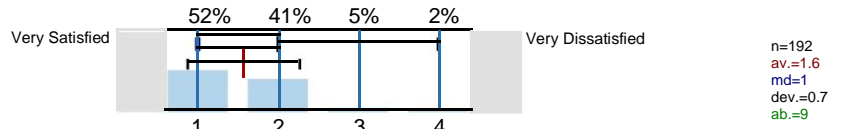
1.10) Available parking



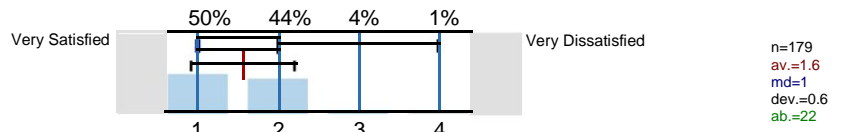
1.11) Campus parking and traffic signage



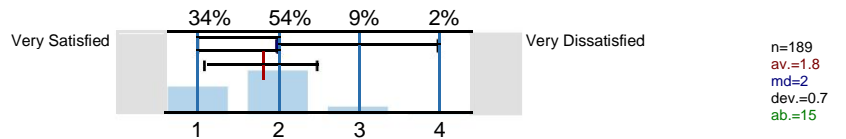
1.12) Parking department personnel courtesy



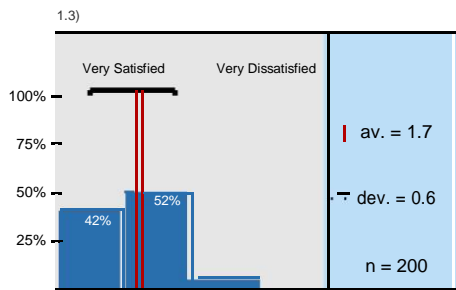
1.13) Parking department personnel knowledge and answering questions



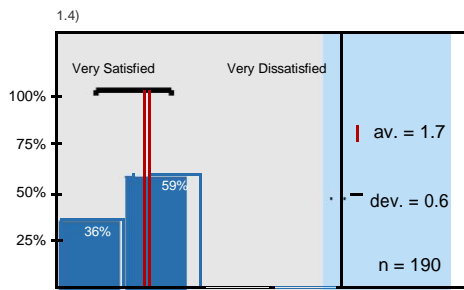
1.14) Posted Emergency Action and Evacuation information



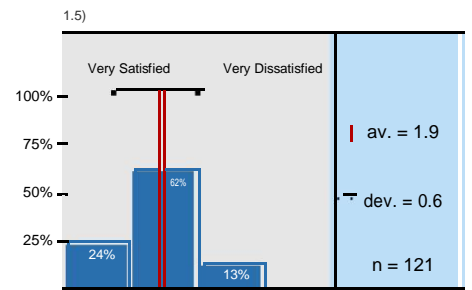
Histogram for scaled questions



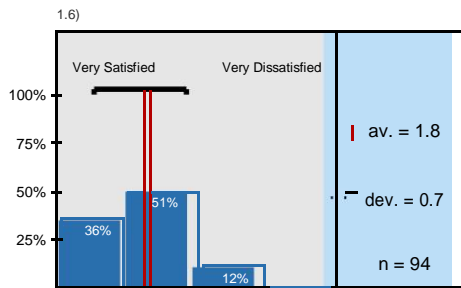
Overall rating of Police/Security services on campus



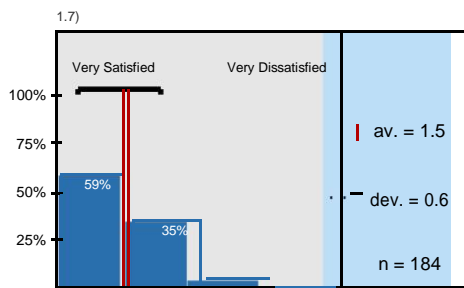
Police/Security protection on campus:



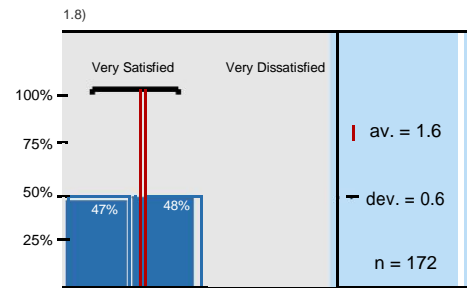
Accessibility to website crime prevention/ awareness information



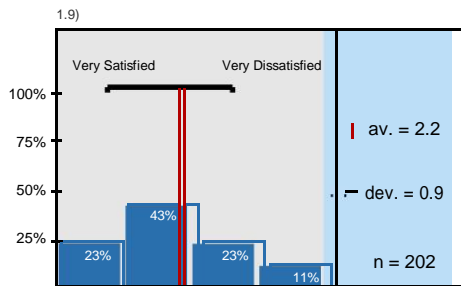
Safety escort service on campus



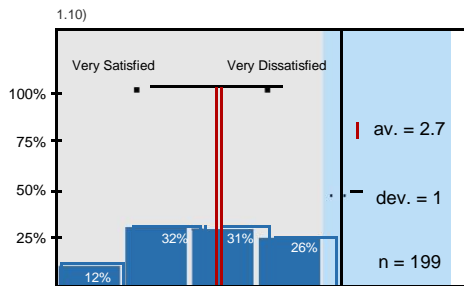
Campus police officers' courtesy



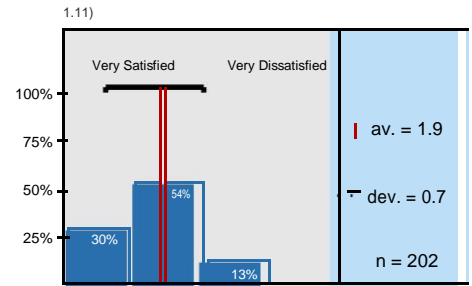
Campus police officers' overall knowledge and answering questions



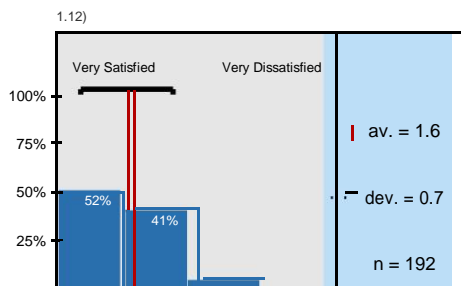
Campus parking and traffic control



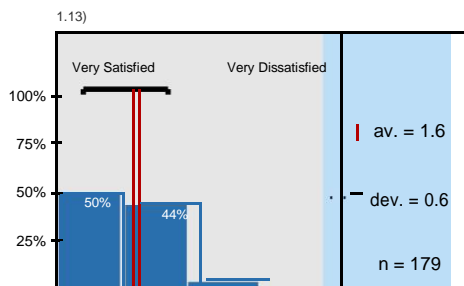
Available parking



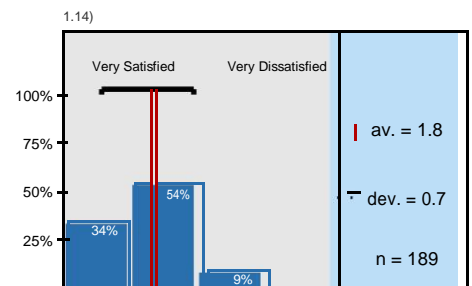
Campus parking and traffic signage



Parking department personnel courtesy



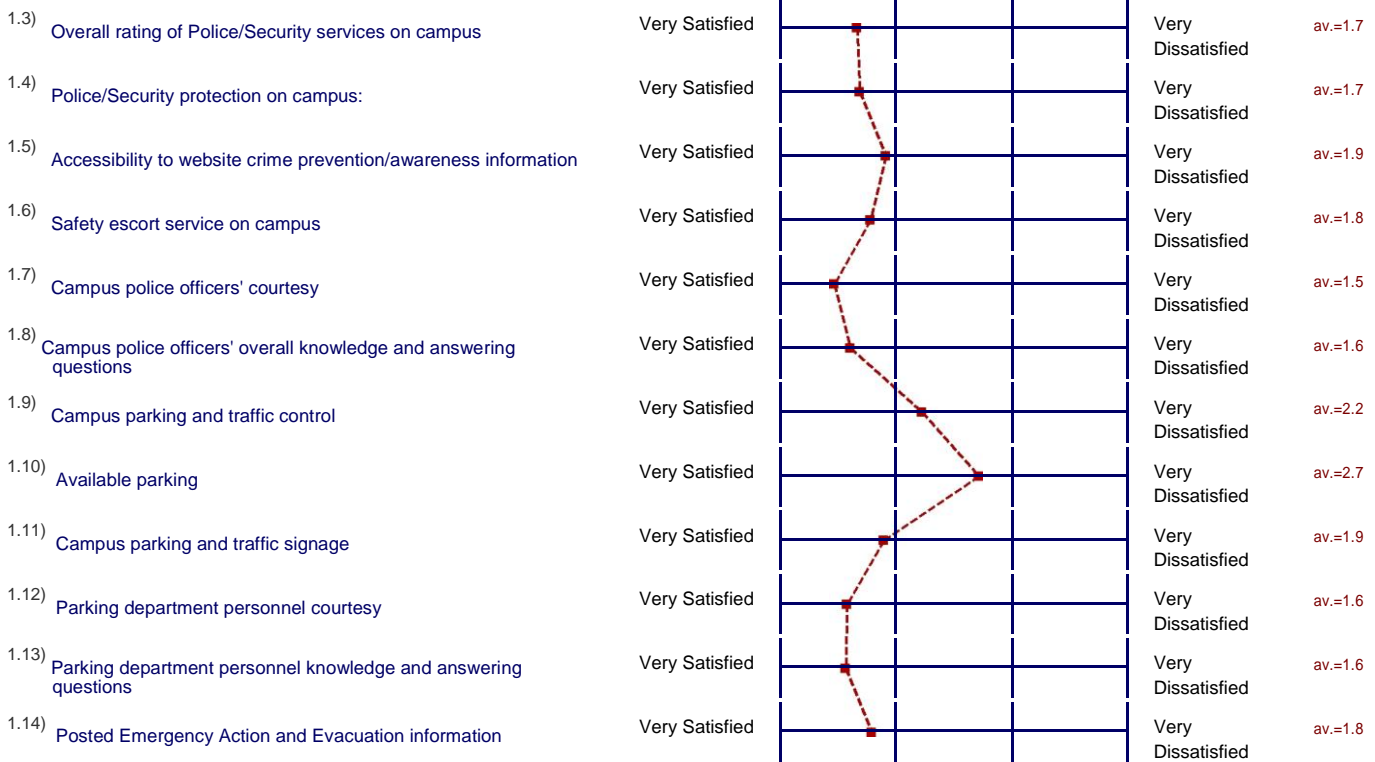
Parking department personnel knowledge and answering questions



Posted Emergency Action and Evacuation information

Profile

Subunit: Research Department
 Name of the instructor: Research
 Name of the course: Campus Police Department Opinion Survey 2009 (Administrators/Faculty/Staff)
 (Name of the survey)



Research

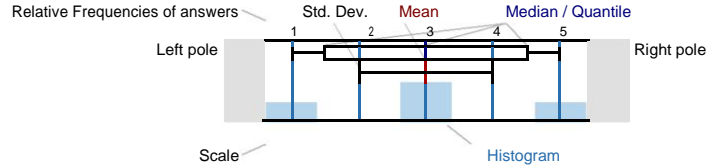
Campus Police Department Opinion Survey 2009 ()
 No. of responses = 1578



Survey Results

Legend

Question text

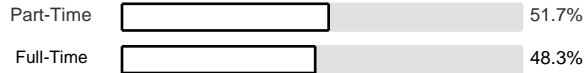


n=Amount
 av.=Mean
 md=Median
 dev.=Std. Dev.
 ab.=Abstention

Survey Questions

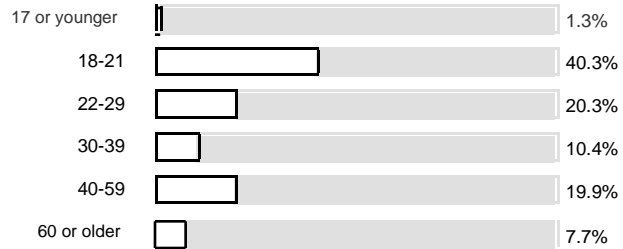
1.1) What is your student status?

n=1272



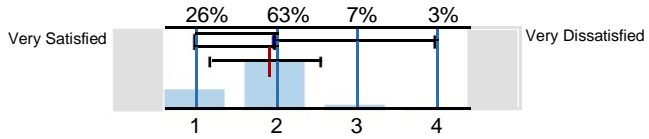
1.2) What is your age?

n=1270



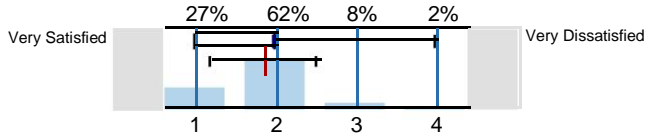
1.3) Overall rating of Police/Security services on campus

n=1281
 av.=1.9
 md=2
 dev.=0.7
 ab.=284



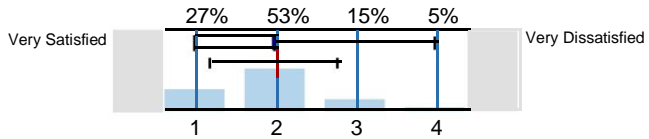
1.4) Police/Security protection on campus:

n=1238
 av.=1.9
 md=2
 dev.=0.7
 ab.=325



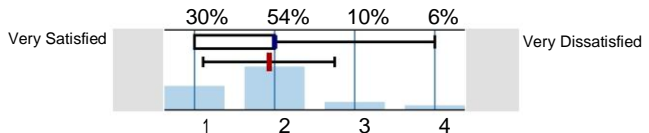
1.5) Accessibility to website crime prevention/ awareness information

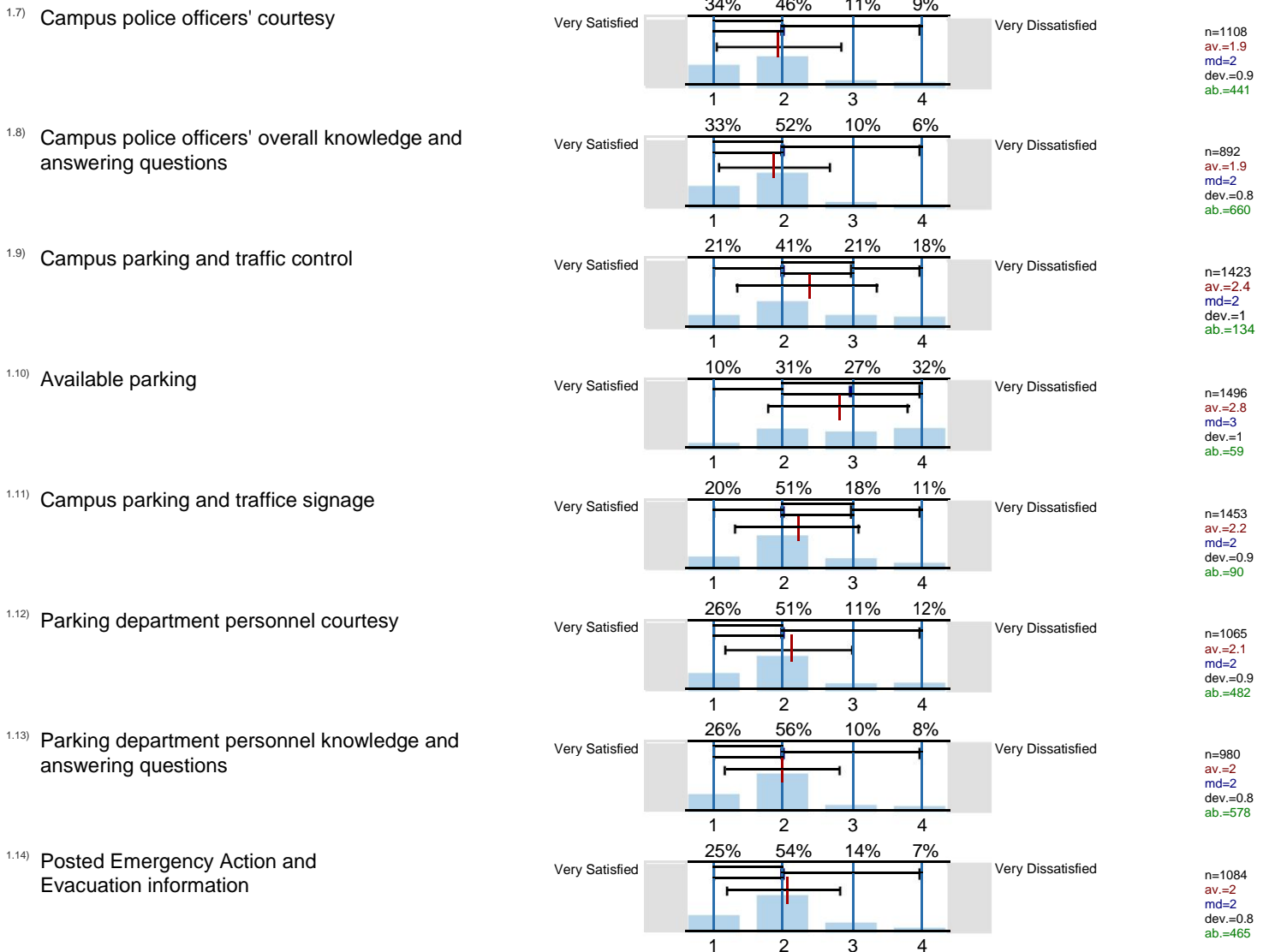
n=852
 av.=2
 md=2
 dev.=0.8
 ab.=703



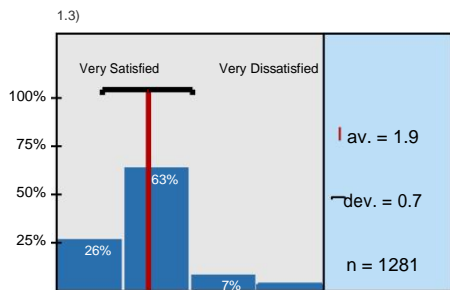
1.6) Safety escort service on campus

n=665
 av.=1.9
 md=2
 dev.=0.8
 ab.=880

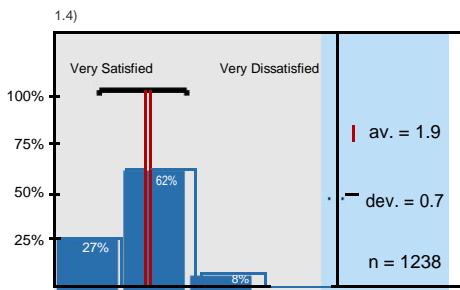




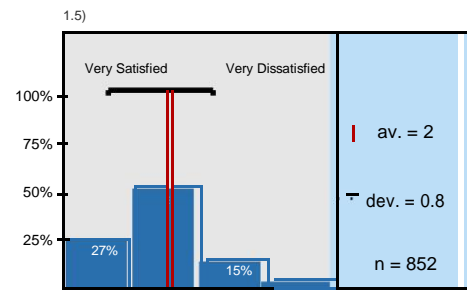
Histogram for scaled questions



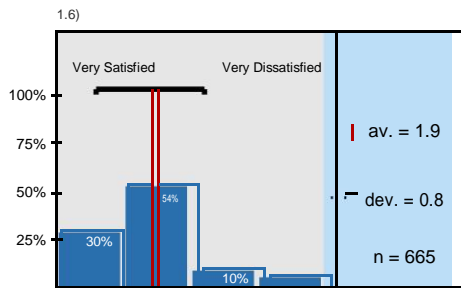
Overall rating of Police/Security services on campus



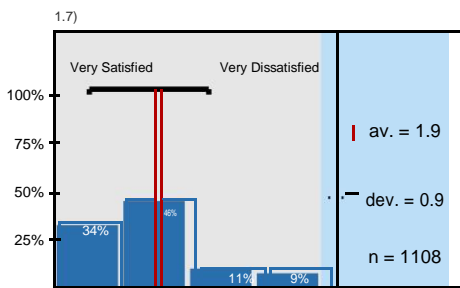
Police/Security protection on campus:



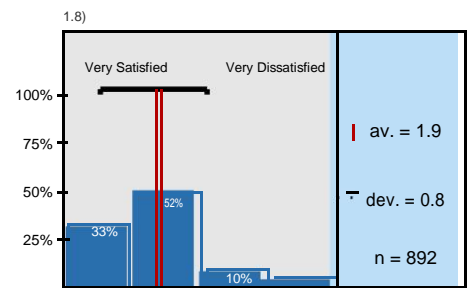
Accessibility to website crime prevention/awareness information



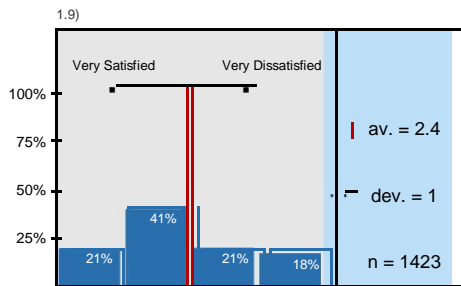
Safety escort service on campus



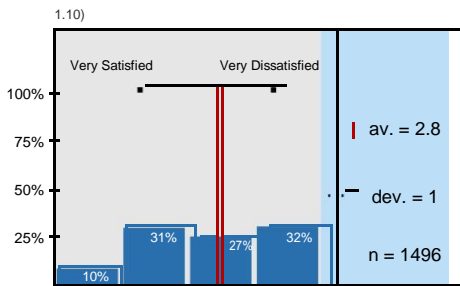
Campus police officers' courtesy



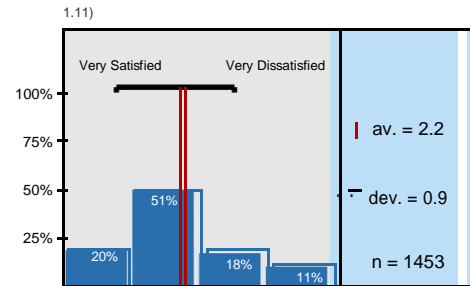
Campus police officers' overall knowledge and answering questions



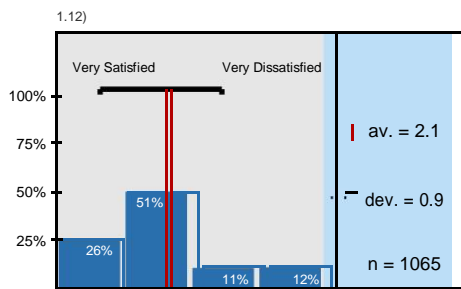
Campus parking and traffic control



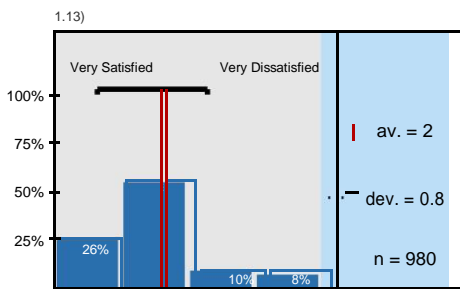
Available parking



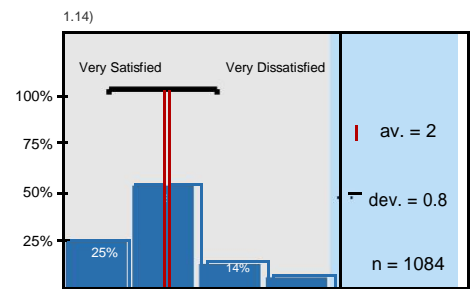
Campus parking and traffic signage



Parking department personnel courtesy



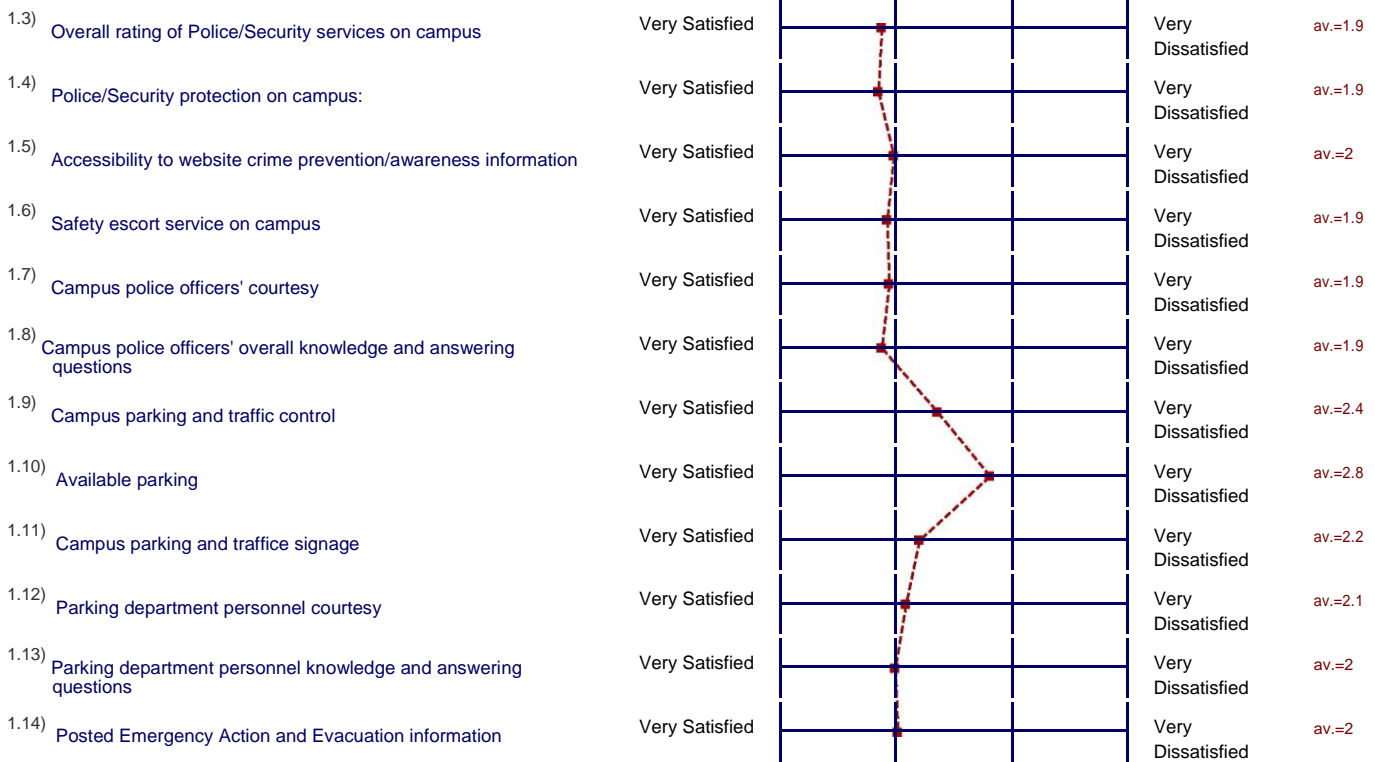
Parking department personnel knowledge and answering questions



Posted Emergency Action and Evacuation information

Profile

Subunit: Research Department
 Name of the instructor: Research
 Name of the course: Campus Police Department Opinion Survey 2009
 (Name of the survey)



Appendix F

APPENDIX F

Emergency Mobile Command Center



SADDLEBACK COLLEGE EMERGENCY MOBILE COMMAND CENTER

- Radio Dispatch Area
- Conference Area
- Computer Stations
- Lavatory
- Roof Observation Area
- Cellular Telephones
- Radios (County wide emergency dispatch)
- Radios (SOCCCD communication)
- AM-FM radio
- Television
- Two roof-top air conditioning units
- Dry erase wall fronts
- Self contained generator
- Roll out roof awning