

Los Rios CCD

2014-2015 UNIT PLAN

SUPPORT SERVICES

Unit: Los Rios Police Department

Submitted by: _____
Submitter Date

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I. Unit Plan

Definition of a Support Services Department/Unit

For purposes of this planning document, a support services unit is defined as a District department which is responsible for providing services throughout the District in a manner which creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

Unit Plan Purpose

Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. This operational plan allows the department/unit to appropriately implement its specific responsibilities to support accreditation standards, the LRCCD Vision/Mission/Values Statement, the LRCCD Strategic Directions document, changes to federal and state laws that impact the colleges and District, annual LRCCD executive staff goals, and other major district plans. Plan implementation is supported by allocations provided in the annual District Budget. Together these documents make up a major portion of the ongoing institutional planning, implementation, and evaluation cycle necessary to ensure continuous program and service improvement. The Accrediting Commission's Standard 1.B.3-4 states:

The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.

The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.

The Role of Unit Plans in the Overall Institutional Evaluation, Planning, and Improvement Cycle

LRCCD supports the concept of evaluating current services to determine opportunities for improvement. Unit plans are used by units to identify growth and improvement needs at the operational level, and then provide information to the appropriate administrative and governance levels about the resources and activities required to meet the identified needs.

The District recognizes that its current rate of change, increased enrollment demand, unstable state budget allocations, ongoing facility expansion, changing technology requirements and the rapid growth and demographic changes in its surrounding communities require both short-term and long-term planning efforts. Therefore, unit plans focus on a 1-year time frame directly linked to resource allocations, while also encouraging departments/units to reference or append long-term plans where appropriate.

Plan Due Date

Unit plans are required to be updated annually by May 1 of each year and use this template. A copy of the review will be maintained in the unit and the Office of Education and Technology.

II. Mission Statement

Provide your unit's mission statement below. Your statement must align with the District's mission statement.

Enter your mission statement in the self-expanding text box, below.

The Los Rios Community College District Police Department is dedicated to crime prevention, the protection of life and property, and the preservation of peace and order.

We are committed to promoting a safe, secure environment that facilitates academic achievement and personal enrichment.

We of the Los Rios Community College District Police Department recognize our contribution to the quality of life and a safe environment in our community through the provision of professional law enforcement services. We will meet the challenge of providing these services by basing our thoughts and actions on the following shared values:

Service to our Community

We value the opportunity to provide service in a manner that is fair, courteous, responsive and efficient. An attitude of respect for and the protection of, the worth, dignity and rights of all is the foundation of our law enforcement agency.

Integrity

We value candor, honesty, and ethical behavior in members of our department. We are committed to uphold our positions of trust by maintaining the highest ethical standards as set forth in the Code of Professional Conduct for California Peace Officers and the Law Enforcement Code of Ethics.

Responsibility and Accountability

We value the need for effective use of our resources and to provide a spirit of openness in communication with our community. We will be responsible for our actions, willing to admit our mistakes and ensure that our behavior earns the support and trust of all segments of the public.

Professionalism

We value professionalism by having a clear sense of commitment, perspective and direction. Professionalism is developed by creating an environment that encourages teamwork, innovation, and constant self-evaluation. A professional attitude is dedicated to quality, timeliness and excellence in our service to the college community.

Pride and Satisfaction in Our Profession

We believe our work to be a source of enjoyment and satisfaction. We are proud of our accomplishments as an integral part of the college community. We enjoy what we have chosen to serve the law enforcement profession with the Los Rios Community College District Police Department.

For reference, the following are LRCCD's Vision and Mission statements.

Vision Statement

We, the Los Rios community colleges, provide outstanding programs and services so that all students meet and exceed their educational, career, personal and social goals. We meet the social and economic needs of the community.

Mission Statement

Relying on their professional and organizational excellence, the Los Rios community colleges:

- Provide outstanding undergraduate education, offering programs that lead to certificates, associate degrees, and transfer;
- Provide excellent career and technical educational programs that prepare students for job entry and job advancement through improved skills and knowledge, including the demands of new technologies;
- Provide a comprehensive range of student development programs and services that support student success and enrich student life;
- Provide educational services that address needs in basic skills, English as a second language, and lifelong learning; and
- Promote the social and economic development of the region by educating the workforce and offering responsive programs such as service learning, business partnerships, workforce literacy, training, and economic development centers.

III. Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any LRCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

Primary responsibilities (ongoing)

The primary responsibilities of the Los Rios Police Department (LRPD) are articulated in Board Policy and Regulation 6711. As stated in R-6711, the primary function of the Los Rios Police Department (LRPD) is "to protect the safety of college students and staff, control and monitor parking and secure facilities of the District." Further, the LRPD "shall enforce the law on or near the campuses of the Los Rios Community College District and on grounds or properties owned, operated, or administered by the Los Rios Community College District (Ed Code §72330); to include any location a Los Rios Community College District student or staff member may park or attend a LRCCD function."

Protecting students, staff, and district properties requires the department to be both reactive to immediate threats and proactive toward any future threats. Consequently, our primary responsibilities require maintaining a fully-staffed, well-trained department capable of responding to any situation, as well as developing plans for future incidents and/or emergencies. The department continually works to strengthen its relationships with students, staff, and administration through community based policing. In addition, officer training is given a high priority in order to meet the challenges of potential threats.

The LRPD anticipates increased responsibilities with the District's addition of new facilities including two new educational centers in Elk Grove and Rancho Cordova, two new parking structures at ARC and CRC, and the light rail and bus transfer station at CRC. In addition, the Department is seeking to increase efficiency in the Communications Center by fully assess the radio console and the Computer Aided Dispatch (CAD) system/ Record Management Systems (ARMS). The Sacramento County Radio Communication System is in the process of upgrading the entire radio network in order to meet the growing needs of all agencies within Sacramento County. In order to enhance our efficiency in the center, we will continue to participate in the County's communications project to fully assess our current system and determine all capabilities of the radio console in conjunction with the rest of Sacramento County as well as implement integration of LINC and e911 (new district IT phone systems)

New or expected changes in primary responsibilities this year (ongoing)

- The new RCC opening indicates an expansion of services and a refinement of current services
- Light rail at CRC and bus transfer station
- Develop quality control program to ensure acceptable performance standards for all department personnel
- District-wide responsibility for the coordination and distribution of the MEDECO key system
- District-wide responsibility for the coordination of the AED program
- Identification Card (IMRON) distribution District wide
- Increase involvement with the SRPSTC at McClellan Park

New projects this year (one-time only)

- Major safety campaign to prevent crimes of opportunity (If you see something say something)
- Acquisition of a Mobile Incident Command Vehicle
- Complete inventory of all police equipment/vehicles/gear
- Increase efficiency of Communications Center by addressing radio console issues/ARMS software inefficiencies/records management

IV. Unit Plans

Based on your unit's listed responsibilities and projects, most recent Program Review, and any additional information provided by the appropriate administrator and/or DIR, use the following question prompts and linked forms to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

A. Identify appropriate **equipment, software, supplies** needed to support new projects, expanded responsibilities, and necessary upgrades.

- Upgrade communications consoles to the MCC7100 IP dispatch consoles
- Replace aging police radios that are no longer supported by manufacturer
- Adjust vehicle inventory to replace high mileage vehicles
- Replace ARMS software with a new CAD/RMS software that is compatible with the new Lync system
- Obtain scheduling software to manage work assignments
- Identify TTY phone options for the hearing impaired
- Mobile Duress Program/Software
- 2-55" monitors to display district camera system. Monitors must be able to display up to 200+ video feeds simultaneously

B. Identify appropriate **staffing** needed to support new projects or expanded responsibilities.

The current staffing model of the Los Rios Police Department would benefit from additional positions/ranks allowing for the work load to be distributed in manner that would enhance operational effectiveness. The following positions will be explored:

Captain FTE (Folsom)

Police Officer FTE

Police Communications Dispatcher FTE

Clerks III (ARC, CRC and SCC)

Explore extension for all temporary classified campus patrol personnel to ensure consistency in confidentiality and security district wide

C. Identify **new buildings** or **major renovations** needed to support the completion of unit responsibilities.

- Expand/Obtain storage facility due to increased amounts of property/evidence
- Expansion/relocation of police station at ARC

- Explore privacy office space for District Police Detective and Police Lieutenant currently housed at District Office Suite 400 cubicles
- Explore options to relocate or expand Police Communications Center due to limited space

D. Identify **minor remodels or alterations needed to support the completion of unit responsibilities.**

Assess current layout of SCC Police Office to optimize space

Assess police storage areas at each campus to adjust evidence and records storage

Add independent ventilation system to property/evidence room at CRC

E. Identify **professional development** activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

- POST Perishable Skills training for all department personnel to maintain certification and other training to enhance skill sets, knowledge and enable ability to remain current on all associated topics in the ever changing trends in educational law enforcement
- Leadership/Supervisory/Management training for Sergeants, Lieutenant, Captains and Chief
- POST learning portal (on-line training)
- POST DVDS (training during shift briefings)

F. Ensure required **safety and information security procedures** are followed to create and maintain a safe work environment. If individuals in your unit require training, please refer to the LRCCD Human Resources online safety and information security training opportunities.

- Officers are trained in firearms safety, weaponless defense, and general officer safety standards
- ASCIP Online Training
- Emergency Vehicle Operation Training

G. Ensure unit members participate, and provide **leadership** to the district, in their areas of expertise.

Members of the Los Rios Police Department conduct numerous workshops, drills and exercises to maintain operational effectiveness and to train the LRCCD community on numerous topics including:

- CPR/First Aid/AED
- Sexual assault awareness
- Active Shooter Response
- Mandated Reporter
- NIMS/SEMS
- ACES
- C-CERT
- Anti-Bullying
- Workplace Safety
- Personal Safety
- Other emergency preparedness and safety related training.

H. Ensure that the results from **assessments on quality and satisfaction** are used to improve services. Briefly describe the techniques/assessments currently used to ensure quality or required external

standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.

- POST Audits (Mandated for quality control)
- State Bureau of Audits (Clery)
- District Internal Audits (Clery, Evidence/Property)
- Department of Justice Audits (CLETS)
- Field Training and Communication Training Programs (Officers/Dispatchers)

- I. Ensure unit members know where and how to refer employees or members of the public needing support assistance not provided by your unit. Briefly describe what is being done in this regard.

On occasions when an employee or the public needs assistance outside the scope of our expertise, we will refer them to the services listed below:

- Employee Assistance Program
- Health Center
- CIT (Crisis Intervention Team)
- Equity Officer
- City and County Services
- Refer to district website or district specific office
- Keep department personnel up to date with changes, etc through workshops, retreat topics, briefings by key LRCCD personnel and email information

- J. State how your department/unit encourages participation in individual service activities and volunteerism supporting students (e.g., access/success, e-recycling, presentations, leading workshops, district committees, etc.).

Members of the Los Rios Police Department conduct numerous workshops, drills and exercises to maintain operational effectiveness and to train the LRCCD community on numerous topics (see G above). Unit members are encouraged to participate in shared governance committees and work closely with associated student governments throughout the district. Some examples of committees that LRPD members serve on include: Safety, Campus Development, Student and Staff Equity, Disability Advisory Committee, and the Lesbian, Bi-Sexual, Gay, Transgender Advisory Committee. In addition, officers have served as club advisors to student clubs.

- K. State your unit's plans to develop and implement **any special or long term projects**, including those identified in your most recent Program Review (if applicable) and the LRCCD Strategic Plan (if applicable). If project plan(s) are contained in another document, list each plan below and attach a copy to your unit plan. For all other project plans, briefly describe projects and indicate implementation timelines below.

- District-wide responsibility for the coordination and distribution of the MEDECO key system. (In-progress)
- Identification Card (IMRON) distribution District wide
- Continued participation in the Sac County Communications project. This project is mandated by federal guidelines that require public safety to migrate to digital communications within the next 5 years

- L. Please provide any suggestions for improving the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

V. Appendix

List your unit's accomplishments based on completion of last year's unit plan.

The following is a list of accomplishments since the centralization of the Department in 2004:

- Acquired 800 MHz radios to resolve inoperability with outside agencies
- Established the phone tree in police communications to assist with call distribution
- Live Scan fingerprinting service made available at ARC, FLC, CRD and SCC
- Installed ARMS (computer aid dispatching) and CLETS/ICLETS for communications center
- Created a department website and Facebook account
- Improved community oriented policing through bike patrol program
- Updated Memorandum's of Understanding with neighboring jurisdictions
- Improved partnerships with outside agencies such as:
 - District Attorney's office
 - Computer crimes Task Force
 - ATF (Alcohol, Tobacco, Firearms Bureau)
 - SSD (Sacramento Sheriff 's Department)
 - FBI (Federal Bureau of Investigation)
 - Department of Homeland Security
- Increased staffing at outreach centers
- Implemented District AED program
- Created Reserve Officer Program to support district staffing
- Formalized in-house training programs:
 - FTO (Field Training Officers)
 - Weaponless defense,
 - Firearm range masters,
 - Active shooter training
 - AED/First Aid training
- DPAT (District Preparedness Assessment Team) participation
- CSI/parking machine maintenance position created
- Investigator position created
- Lead Dispatcher position created
- District wide Mandated Reporter training
- District wide NIMS/SEMS/ICS training
- Police Lieutenant position created including Emergency Preparedness coordinating responsibility
- Identified CAD/RMS software that is compatible with Lync system and meets Clery mandates
- Relocated Chief's Office to District Office to improve operational effectiveness

List sources you used to support your unit plan statements.

District strategic plan
District/vision mission statement
Planning and Research Website links
2013 Clery Report

2011-2012 LRPD Crime Statistics Analysis

Attach supporting documents (Supporting Data from the DIR, etc.) following this page, identifying those you have attached in the text box, below.

2008 Noel-Levitz Survey

2013 Clery Report

2012-2013 LRPD Crime Statistics

Los Rios Emergency Management Plans and Programs including

- Action Coordinators for Emergency Survival (ACES)
- Active Shooter Training Information
- Campus Community Emergency Response Team (CCERT) training materials
- District Emergency Operations Plans
- Incident Command information
- Panic Button training information
- PAT minutes
- Pandemic Action Plan
- Rape Aggression Defense (RAD) information
- Emergency Procedures flip chart