



PROGRAM REVIEW
Administrative Services

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Safety & Security, Parking
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SECTION A RESOURCES AND CAPACITY

What are the mission and goals for your program area, department or office?
Identify the indicators and measures for each goal.

Mission Statement

The Safety, Security and Parking Department in cooperative partnership with the college community are dedicated to maintaining a safe campus environment and providing quality security services.

Goals

- * Facilitate and support the College mission of a student-centered institution
- * Increase the individual perception of personal safety
- * Provide a department that provides excellent customer service
- * Explore additional funding sources

Measurement

Customer Service

Desired Outcome:

- A department that is professional and provides excellent customer service.

Performance Indicator:

- Written and verbal communications about the level and quality of service received.

Personal Safety

Desired Outcome:

- Increase people's sense of personal safety so they are less at risk.

Performance Indicator:

- Annual campus safety reports (state and federal); surveys from the college community

Additional Funding Sources

Desired Outcome:

- Increase the safety, security and parking department budget.

Performance Indicator:

- Receive grants and funds from private, county, state and federal sources that would benefit the college community and college. These funding sources could be in the form of equipment, supplies and funds.

How does your program area, department or office support the college administrative unit to which you report (i.e. Student Services, Administrative Services, Human Resources, etc.)?

Like many supporting departments at the college, the Safety and Security Department supports, provides services and assistance to students and staff by –

- * Annually updating the emergency action plan to reflect positive and efficient changes
- * Providing training and information for crime prevention, personal safety, security of personal and state property
- * Resource for safety, security and emergency situations
- * Coordinates the required inspections of life safety and fire safety
- * Works with students, staff and federal, state and local officials to provide a safe and secure working and learning environment
- * Responds to criminal, medical and public service (keys locked in vehicle, jump starts, escorts) calls

Is the current budget allocation for your program, department or office sufficient to meet your mission and goals? Why or why not?

With the budget issues that face the nation and state, all departments are doing more with less funds. Therefore, additional funding sources must be explored.

Over the last several years the Safety and Security Department has worked with the Federal Emergency Management Administration (FEMA) and State Emergency Management Department (EMD) to received storm damage funds for the college. The

college has received approximately \$200,000.00 for equipment, employee salaries, and damage to college property.

In addition, the Safety and Security Department has received grants for training, supplies and equipment for students and staff to deal with safety, security and emergency concerns at the college.

Is the staffing for your department, program or office sufficient to fulfill your mission and goals? Why or why not?

There's been a dramatic increase in the Safety and Security Department since November 2007. A full time Director of Safety and Security was hired at that time.

The Director of Safety and Security is supported by a full-time employee that is also supports, campus operations, capital projects, motor pool, and purchasing.

In addition, a work study security position was funded last year for a person to provide security several hours on Saturdays and Sundays.

There is a need to increase the staffing levels, when additional funds become available to meet the safety and security needs of the college community and state property.

Is space allocated and available to the department, program or office adequate to fulfill your mission and goals? Why or why not?

Based on the size of the Safety and Security Department, space allocated is adequate to fulfill the mission and goals of the department.

Are equipment allocations, available equipment, and technology support adequate to support the services provided and fulfill goals? Why or why not?

Last year the college purchased a two-way repeater radio system which greatly improved radio communication with the college staff. The new repeater system reduced "dead radio spots" around campus; during an emergency communication using the two-way radio system is critical.

Last year the college selected e2campus as its' mass notification system to notify the college community in the event of an emergency or college closures. The system has been used to notify students and staff about campus closures and delays.

There is a need for additional equipment (i.e., on campus addressable notification systems, automated external defibrillators (AED), portable ham radios (to contact emergency response personnel)), when additional funding becomes available.

Are all required policies and procedures for your area up-to-date, clear, and easily accessible?

Each year the Campus Safety Report, Clery Report, crime statistics (for main and off campus sites), College's Emergency Action Plan, parking information, and emergency policies and procedures are reviewed and updated as needed.

Several of the policies and procedures, i.e., Campus Safety Reports and Clery Report are required by US Department of Education and Washington State Board for Technical and Community Colleges.

This information is available on the college's web site, under safety and security and in the student handbook.

SECTION B ASSESSMENT AND IMPROVEMENT

What evidence do you have to indicate that you are successfully achieving the goals of your department, program or office?

On November 2007, an individual was hired to file the position for director of campus safety and security. This was the first time at the college, that anyone was hired specifically for campus safety and security. Since that time training and information has been made available to members of the college community, such as:

- Robbery awareness
- Crime prevention and personal safety
- Bomb threat
- Fire extinguisher
- First Aid/CPR/AED
- Evacuation coordinator
- Active shooter
- Self defense
- Community emergency response team training
- Emergency preparedness
- And other safety, security and emergency preparedness training and exercises

In addition, policies, procedures and plans dealing with safety, security, parking and emergencies have been written and/or updated as needed.

The submission of the Campus Safety and the Clery Reports assist in identifying areas of concern. By identifying these areas of concern are important to reallocating the department resources.

SECTION C IMPROVEMENT AND SUSTAINABILITY

The safety and security department needs to be move involved in capital projects, remodeling and new construction to review and make suggestions and recommendations relating to safety and security issues/concerns.

Preview and modify as needed crime prevention, safety and security training and education offered to the college community based on the findings of the Campus Safety and Clery Reports.

Until or when additional security staff can be hired (due to funding limitations), there is a need to get more members of the campus community to take a more proactive approach to improve security of state facilities and state property.