

Safety and Security Department

AUP for Academic Year 2021-2022

October 2020

Describe Department/Unit

Connection to College Mission

Safety and Security supports the college mission by working with faculty, staff, students, and community organizations to provide effective services in a professional and courteous manner. We understand safety and security practices need to be consistently evaluated to ensure best practices are being executed. Current relevant training and campaigns are identified by all involved stakeholders and are delivered using multiple delivery methods. Safety and security focuses on responsive security services, customer service, and being open to reporting concerns or incidents. All of this is done to promote a safe and secure learning environment.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity: Actions Taken

Safety and Security will be mindful of our Hispanic speaking population when producing written information campaigns and safety material. Additionally, Safety and Security will work with the Institutional Researchers Department as well as the various student groups to identify additional equity gaps.

Student Equity: Gaps to be Addressed

No Gap Identified

Gap Identified:

Safety and Security will be mindful of our Hispanic speaking population when producing written information campaigns and safety material. Additionally, Safety and Security will work with the Institutional Researchers Department as well as the various student groups to identify additional equity gaps.

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

The Safety and Security Department began its effort to develop an environment and culture of safety and security by addressing the colleges overall Emergency Response measures. The Primary efforts focused on Evacuations and Emergency Alerts.

Evacuation Drills are exercised twice a semester. They are staggered between day and evening environments, as well as being scheduled and unscheduled for the participants. Every evacuation drill is accompanied by a short survey to assess overall effectiveness.

Safety and Security identified a number of Emergency Evacuations gaps and developed the following to address them; Identified and established evacuation areas, identified and established evacuation routes, selected primary and alternate building specific team leads to determine accountability and communicate statuses to the Incident Command Structure. Safety and Security provided radios to each team location along with radio familiarization training, radio protocols document, and monthly radio check (to include an attachable radio operations cheat card).

Safety and Security worked with IT, and Public Relations to enhance our emergency messaging capabilities. The aforementioned effort included upgrades to the Mitel telephones, and began developing pre established messaging for the CC Alert function. Additionally, Safety and security has utilized the CC info and Students need to know platform to push Safety and Security information campaigns.

Assessments completed in the prior academic year

Numerous evacuation Surveys were completed.

Outcomes Assessment: Gaps to be Addressed

Promote a culture of safety and security by developing and implementing comprehensive plans, procedures, training, and mechanisms that provide for the safety and security of students and staff at Cerro Coso Sites.

Type:

AUO

Target Missed/Gap Detected:

A portion of the overall success of the AUO can be measured from the evacuation drills surveys which displays the sentiment and experiences of the participants. A number of additional gaps have also be identified from the surveys as well as facilitator observations. To begin, the fire alarm system is decentralized and inconsistent in volume making personnel dependent to have a sync pull/ evacuation. Additionally, radio communication proved to be challenging during all evacuation drills. Lastly the scope and challenge of the subsequent exercise did not increase to demonstrate more advance capability.

Type of Gap:

Other (explain in Analysis).

Analysis and Plan for Improvement:

To begin, the Safety and Security Department will work to capture the Emergency Response procedures on a written document as well as work with the District provided contractor to update existing Emergency Response protocols.

Second, the Safety and Security Department will work to enhance or Emergency Response capabilities by increasing the challenges of the evacuation drills with scenario based events and integration of Law Enforcement and First Responders.

Also, the Safety and Security Department will address all of the immediate actionable items on the list of identified gaps such as, synced fire alarm volume.

Lastly, more training activities are needed outside of evacuation drills. Safety and Security needs to plan on incorporating rehearsals into the planning process of evacuation drills in the form of tabletop exercises, a walk through, etc.

Anticipated Semester for Implementing Planned Improvements:

starting now, will take multiple semesters

Anticipated Semester of Next Assessment:

Fall 2021

Program Review: Actions Taken

Safety and Security

Year of Last Program Review:

Completed in Fall 2019

Actions Taken in the Prior Year to Address Strategies:

2-Year Strategy 1a Attempts to reinforce a culture of safety and Security through relevant training experiences. Safety and Security has taken a number of steps in moving closer to Clery Compliance. The Clery Act mandates that we conduct initial and on going training in the VAWA categories as well as an orientation to all new employees and students. To meet these, among other requirements, I am in the late stages of development on a Canvas Safety and Security page as an online platform to deliver and track training requirements. The New Employee/student Orientation, and 2 of the 4 VAWA categories have been developed and will be available on the Canvas page. Additionally, we have initiated the development and defining our Crime prevention program, Security Awareness Program as well as updating our Clery Geographic responsibilities.

Additionally, with the assistance of the safety committee, we have re evaluated the previous safety and security training calendar by identifying various safety topic priorities and categorizing them into either a training event or an information campaign. The training events were prioritized on the basis of Clery and VAWA requirements while the information campaigns were prioritized by committee, national recognition and student and employee relevance. Our information campaigns are provided in a number of way to include, the Monthly Safety Bulletin, the Students need to Know, and the CC Info messages.

2-year Strategy 2a seeks professionalize our contracted guards for the environment in which they operate. I work personally with each contracted security guard to train them in the environment of higher education. I routinely coach and advise on our interactions with the public, students and employees. We discuss escalation of reaction and force and to the situational environment. They clearly understand what information needs to be captured and reported as well as when to call in the event of a serious incident. The guards all know their respective campuses and activity well enough to ensure strategic placement to deter criminal activity.

5-year Strategy 1a Attempts to reinforce a culture of safety and Security through relevant training experiences. Safety and Security has taken a number of steps in moving closer to Clery Compliance. The Clery Act mandates that we conduct initial and on going training in the VAWA categories as well as an orientation to all new employees and students. To meet these, among other requirements, I am in the late stages of development on a Canvas Safety and Security page as an online platform to deliver and track training requirements. The New Employee/student Orientation, and 2 of the 4 VAWA categories have been developed and will be available on the Canvas page. Additionally, we have initiated the development and defining our Crime prevention program, Security Awareness Program as well as updating our Clery Geographic responsibilities.

Strategies Still to be Addressed:

2 year strategy 1b, continue to update campus safety and security policies and procedures.

2 year strategy 2b, Improve internal and external security at IWV campus.

2 year strategy 3, Coordinate emergency response strategies with first responders at IWV campus.

5-year strategy 1b, Update Safety and Security Website.

5-year strategy 2a, Improve internal and external security at KRV, EKC, and ESCC sites.

5-year strategy 2b, Research the practice of hiring private contracted security versus employing security guard services through KCCD and weigh the benefits.

5-year strategy 3, Coordinate emergency response strategies with first responders at KRV, EKC, and ESCC sites.

Annual Planning: Actions Taken

Security presence on campus

American Guard Services was awarded the contract to provide security services at the IWW, KRV, Tehachapi, and Bishop Campuses beginning July 2019. The Safety and Security Department has develop effective patrol patterns on campus to place our security resources in the best possible area while faculty, students, staff and visitors are on campus. Security is to visible on campus to prevent, deter, observe, and report criminal or intolerable behavior. Additionally, the department has developed display materials (posters, business cards, pamphlets, etc.) so students, staff, and visitors to our campuses are familiar with how to contact security and the steps to take to increase their safety.

Faculty / Staff Training

Safety and Security has taken a number of steps in moving closer to Clery Compliance. The Clery Act mandates that we conduct initial and on going training in the VAWA categories as well as an orientation to all new employees and students. To meet these, among other requirements, I have developed a Canvas Safety and Security page as an online platform to deliver and track training requirements. I am in the late stages of development on a Canvas Safety and Security page as an online platform to deliver and track training requirements. The New Employee/student Orientation, and 2 of the 4 VAWA categories have been developed and will be available on the Canvas page. Additionally, we have initiated the development and defining our Crime prevention program, Security Awareness Program as well as updating our Clery Geographic responsibilities.

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The Safety and Security Department is currently in the process of reviewing current trends to identify appropriate emergency, SIMS, evacuation, fire, bomb threats, active assailant, and other pertinent training.

The Safety and Security Department has not formally developed the training needs assessment, however, we have identified numerous training gaps and are working towards developing and providing the training. We are currently in the process of finalizing the Campus Security Authority training.

Student Training

Safety and Security has taken a number of steps in moving closer to Clery Compliance. The Clery Act mandates that we conduct initial and on going training in the VAWA categories as well as an orientation to all new employees and students. To meet these, among other requirements, I am in the late stages of development on a Canvas Safety and Security page as an online platform to deliver and track training requirements. The New Employee/student Orientation, and 2 of the 4 VAWA categories have been developed and will be available on the Canvas page. Additionally, we have initiated the development and defining our Crime prevention program, Security Awareness Program as well as updating our Clery Geographic responsibilities.

Additionally, with the assistance of the safety committee, we have re evaluated the previous safety and security training calendar by identifying various safety topic priorities and categorizing them into either a training event or an information campaign. The training events were prioritized on the basis of Clery and VAWA requirements while the information campaigns were prioritized by committee, national recognition and student and employee relevance. Our information campaigns are provided in a number of way to include, the Monthly Safety Bulletin, the Students need to Know, CC Connect and the CC Info messages.

The Safety and Security Department has not formally developed the training needs assessment, however, we have identified numerous training gaps and are working towards developing and providing the training.

It has been a number of years since we have conducted the formal comprehensive Safety and Security Survey. The Safety and Security department working with the office of Institutional Research has determined that it is our best interest to postpone the comprehensive survey until we have fully resumed campus operations. We will be conducting a COVID environment survey late in the semester.

We will be implementing the training plan as soon as we identify a way to fit our model into the current new student orientation process.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Faculty / Staff / Student Training

Lead Measures of Success;

1. All Clery and VAWA mandated training requirement have been Identified.
2. I believe that the Canvas platform has the ability to track those that have participated in the training. All individuals (faculty, staff, and Students) require the same Initial and ongoing training.
3. I have consulted with the Safety Committee on training requests and priorities. I have developed a training and information campaign calendar. I still have a few groups to meet with, i.e. student groups, to solicit information from.
4. Training calendar complete.
5. Course evaluations are currently being developed.

Lag Measures of Success;

I have been working with Distance education to develop a Safety and Security Canvas page that will enable the department to provide training through an online environment as well as track participation. I have 2 of the 4 required classes complete and published on Canvas. I will need the continued assistance of Distance Ed to complete the canvas platform to roll out to Faculty students and staff. Additionally, I will require assistance from HR and other groups that are involved in the new student orientation.

Emergency Response Strategies

I regularly participate in the ESC meetings every other Thursday.

I have not met with individual emergency service providers.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Campus Security

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

I will conduct a multi campus security analysis beginning of the Spring 2021 semester.

This multi campus security analysis will re-evaluate the individual campus security needs of each CC site.

My goal is to further evaluate whether contracted, CCCC employed classified Safety officers, or a hybrid of the 2 are the better fit for our institution.

Lead Measure of Success:

1. Develop an outline/ document detailing the Security analysis.?
2. Schedule meeting with site directors and Local Law enforcement.
3. Work with HR to conduct a cost analysis.
4. Develop and conduct surveys and review the data.

Are any of the lead measures identified above lacking assessment instruments?

Yes

Does the department request help to develop these instruments?

Yes

Lag Measure of Success:

I will make a recommendation in my fall 21 Unit plan

Person Responsible:

Safety and Security Manager

It addresses a program review strategy

2 year Strategy 1, 2, and 3.

Which strategic goal does this initiative address?

Goal 4: Enhance Community Connections, Goal 5: Strengthen Organizational Effectiveness

Emergency Response

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Establish proper points of contact with each of the emergency/ first responder entities at each campus site region.

Schedule meeting with each of the emergency/ first responder entities at each campus site region.

Host each entity in a campus walk through of each campus site for overall awareness.

Develop an exercise for each independent entity to gain familiarity with campuses.

Lead Measure of Success:

Contact has been established.

Meetings have occurred.

Agreement made between interested parties to hold exercise.

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

No

Lag Measure of Success:

Exercise conducted.

Person Responsible:

Safety and Security Manager

It addresses a program review strategy

2 year strategy 1b and 3

5 year strategy 3

Which strategic goal does this initiative address?

Goal 4: Enhance Community Connections, Goal 5: Strengthen Organizational Effectiveness

Evaluate Resource Needs

Facilities

Our current fire and emergency alert system is decentralized and requires a software upgrade to centralize the system. This upgrade will enhance our overall preparedness by allowing a single pull station to alert all building of an emergency situation, if desired.

I understand the we are in the beginning stages of furthering the development of our outdoor athletic complex. I would like to request that security cameras be added to the construction plan. Nearly all of our the 2020 incident reports have occurred on the outdoor athletic complex. Additionally, I would like to address our security camera coverage at all of our buildings.

I would like to request a new or designated cart for security. The utility carts are used in a different manner with security than they are with M&O. The security guard uses them to get from location to location quickly. They allow us to respond to incidents or emergency situations exponentially quicker than we could on foot. These moments saved could be the difference in an escalating situation or the moments needed to call emergency response services to save a life. Additionally, we drive them more frequently to do patrol rounds around the campus. They enable us to be in multiple locations quickly and never neglecting observance of a certain location. This activity brings with it a need for additional maintenance and supplies that are not accounted for in the standard M&O use of the carts budget of batteries, tires, etc. Additionally, our cart should be capable of performing security operations which require some enhanced off road capability. While we are not going to be in high speed off road pursuits, we do spend a

significant amount of time in an off road environment which damages our current cart fleet vehicles. The security cart should also be very recognizable as a security entity. the cart requires headlights, spotlights, and a yellow/orange rooftop strobe light. A highly recognizable security vehicle draw attention to people in distress as well as deterring those who wish to commit a crime. Lastly, we would like to add branding to the cart as the final measure in defining the tool as a security element. All of the aforementioned will increase our overall security posture and our professional image.

We have been working to increase our on campus radio operations capability. We have identified through our Evacuation exercise observations that radio communications due to frequency range limitations continue to be an issue. We need to add a repeater to our antenna to solve the issue.

Information Technology

None at this time

Marketing

I will continue to utilize marketing to promote my initiatives in training.

Professional Development

I, myself, have a number of professional development needs. I would like to continue my growth as an industry expert by attending advanced NaBITa trainings as well as the Annual conference to enhance our CCCC Behavioral Intervention Team's capabilities and overall effectiveness. I would also add the Clery training opportunities and annual Safety Conferences to the same argument.

Additionally, I would like to add the California Guard Card to my own professional development needs.

I would also like to receive additional resources to hire experts to train a groups of individuals in 1st Aid and CPR to be able to provide our own in house training. For our other Campus sites I would like to add some De-escalation training as the contracted security company is unable to provide security guard coverage in Bishop.

Research and Data

I will be working with the office of Institutional Research to develop new comprehensive and pointed topic Safety and Security surveys, to include, assessments for emergency preparedness, training events, etc.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff