

# **STUDENT AFFAIRS ASSESSMENT INITIATIVE**

## **POLICE AND PARKING SERVICES AUGUST 2009**

- 1) What is the area's current method for tracking client data (e.g. who is using the services)? If this is not currently being tracked what is your proposed plan for doing so (e.g. how and when)?**

The Evergreen Campus community which includes staff, faculty and students (demographics of our community are available at Evergreen's Institutional Research) utilizes the services of both police and parking. The majority of the time police are called upon for public service type calls and occasionally we take reports for various types of minor crimes. The client data is taken by this department is in numbers of requests for various services to the community. Police Services keeps those statistics for public service along with statistics involving reporting of crimes. This public service data and crime reporting statistics is available at Police Services and in addition the crime reporting data is sent to state and federal agencies requiring mandatory reporting. We need to do a better job of appraising the community of those numbers and one of the ways of doing this is to have space in the student newspaper the Cooper Point Journal and radio spots on KAOS where we can show activities by campus police. Currently we share crime stats on our website and in the Police Services Pamphlet and at Freshman Advising Day and Orientation Week. While the majority of the time community members choose whether or not they want to partake of our public service efforts - that is not necessarily the case with our Parking Division.

The Parking Division is very involved in transportation efforts in and around our community and offers many Commute Trip Reduction (CTR) options along with managing vehicle parking in our lots. We track our client services in both areas and again we service the entire Evergreen Community of staff, faculty and students and we have those in numbers as well. Again, because we are public service the breakdown of individuals again would be reflective of the entire community make up. I believe we could do a better job posting the data we track for the various CTR usage and enforcement activities and we will be exploring ways to do that.

**2) What is the area's current method for tracking client satisfaction and/or needs? If this is not currently being tracked what is your proposed plan for doing so (e.g. how and when)?**

There are several methods currently being used to assess client satisfaction in both police and parking divisions. One of those is our complaint process available to all members of the community. Anyone can simply come into Police Services and pick up a complaint form if they have a complaint with a police officer, parking employee or dispatcher. Once a complaint is filed it is investigated and the results are given back to the complainant. If the complainant is not satisfied with these results then they can ask for a review by the Community Policing Review Board who then reviews what occurred and the results of that is again given back to the complainant. Community members who receive a parking citation can appeal that to the Parking Appeal Board who reviews the citation and can reverse the ticket. Also, in the past we have sent out letters asking for feedback asking folks to evaluate their experiences with police services. During this process we sent an assessment letter with an enclosed stamped envelope and we did receive some feedback but the return rate for this effort was very low. We have also sent evaluations through the email system to gauge satisfaction from our staff, faculty and students and used those results to implement changes in our service. Parking also utilizes what is referred to as a CTR survey to receive feedback on that program.

Police Services further went through what is called a Western Regional Institute for Community Oriented Public Safety (WRICOPS). This onsite Assessment Process provided organizational development and technical assistance to law enforcement agencies and their communities through a trained Assessment Team. This WRICOPS study was done in 2005 and it is still a working document today and is referred to at various times. We report monthly and yearly crime data to the Washington Association of Sheriff's and Police Chief (WASPC), the FBI and the Federal Clery yearly reports that can be accessed by the public who may be interested in the crime rate here on campus.

Client satisfaction is further tracked by the number of requests for public service we keep data on including crime reports and calls for assistance coming into the dispatch center. Activities in dispatch cover many areas that assist our community such as switch board calls, non-emergency calls, public contacts in the lobby, alarm activations, RAD services, key checkouts, parking details and Crime Watch details.

The Police Services web page gives the community information that is important for assisting the public from Registered Sex Offenders (RSO) to various services available on campus. I feel we could update this web site to offer more services to our community and this is an area we will be looking into.

In addition, there have been many complaints in reference to parking issues since I arrived here and my response to these is a philosophy change in the enforcement part of parking. In the upcoming year I am implementing a different philosophy and that will be more user friendly and community minded. I will also be evaluating the need for as many parking enforcement personnel we have currently.

**3) What is the area's current method for utilizing and integrating data that is currently being collected? If this is not currently being done what is your proposed plan for doing so (e.g. how and when)?**

The department currently collects data on the type and numbers of different calls for service, both crime reporting and public service. We offer education and training to our community on a number of issues especially when we see certain trends or concerns that surface throughout the year. Whether it is vehicle prowls, thefts, identity thefts, suspicious persons or other types of incidents we send out Crime Alerts and offer tips so you do not become a victim. Our department works very closely with the sexual assault unit and an officer gives education and training in self defense to students, staff and faculty.

We utilize data throughout the year also for staffing purposes, i.e. scheduling of officers when possible so at least two and sometimes three are on Thursday, Friday and Saturday nights when the call load is heavier. This is the reason I elected to go with power shift officer that will work Wednesday through Saturday. Our data also shows numbers of calls, types of calls, days of the week and hours of the most calls. We are able to show that the heavier month for calls, contacts and grievances is October once students settle in for the school year.

Survey's taken by email, letters, and one on one interviews with staff and faculty by me show the community appreciates officers being seen on foot and bicycle in our community. One of the best methods to guarantee this visual effort is being done is to implement daily activity reports by officers along with officer performance standards. One of my goals for this next year is to bring the officer's together and develop these standards. I feel having officers assist with this effort will increase ownership in doing them and increase accountability for their time on campus.

Also data collected and shared with the community on calls for service whether crime related or public service will show how low our actual crime rate is and will help reduce the fear of them ever being a victim. The more we can share what is or is not occurring on our campus the more safe members of our community will feel. Providing a safe campus for working and learning is our basic goal.

### **Our Mission**

**"A partnership based on mutual trust and understanding, between the members of the Evergreen community and the department of Police Services, sharing the responsibility of providing a safe learning and working environment through community awareness, involvement and education."**

Additional: The data in the parking budget indicates we are spending in excess of \$124,000 per year on parking enforcement and generating \$91,000 of which \$30,000 is non-collected bad debt. This will be the basis for me recommending decreasing of personnel in the enforcement part of parking.