

CAMPUS POLICE

Program Review
2008-2009

Program Review Content*

I Overview of your Program/Department

The Campus Police Department is accredited by the California Commission on Peace Officers Standards and Training. Presently, the department has an authorized strength of fourteen officers, six full time support staff and twenty eight part time staff at El Camino and ten full time officers and one full time support staff at Compton Education Center. The Departments mission is to provide a safe and secure environment while respecting the rights and dignity of all persons utilizing the facilities and programs at El Camino College and Compton Educational Center. This mission is congruent with the institutional mission statement; “to offer quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.” The Department is divided into five distinct units; Patrol Services, Dispatch/Records Services, Parking and Key Services, Livescan Fingerprinting Services and Cadet Services.

II Analysis of Institutional Research Data & Student Services Outcomes (SSOs)

In 1999, 2003 and 2007 the department conducted a self study customer satisfaction survey with staff, manager/supervisors and faculty. The survey results suggest that the Campus Police rated in the mid nineties range for El Camino College only. There is no comparable data for Compton College.

April / May 2007							
	<i>Provided Services</i>	<i>Timeliness</i>	<i>Responsiveness</i>	<i>Communication and Feed Back</i>	<i>Customer Service</i>	<i>Communication on Completion and follow up</i>	<i>Overall Performance</i>
Outstanding	27	23	23	21	31	24	25
Very Good	29	29	27	23	22	21	30
Good	26	23	26	23	24	26	29
Subtotal	82	75	76	67	77	71	84
Percent	94%	89%	94%	88%	88%	90%	94%
Marginal	3	8	3	7	9	8	4
Poor	2	1	2	2	2	0	1
Percent	6%	11%	6%	12%	13%	10%	6%
Total	87	84	81	76	88	79	89
Didn't Use	12	16	19	24	12	22	11

February / March 2003							
	<i>Provided Services</i>	<i>Timeliness</i>	<i>Responsiveness</i>	<i>Communication and Feed Back</i>	<i>Customer Service</i>	<i>Communication on Completion and follow up</i>	<i>Overall Performance</i>
Outstanding	15	16	13	12	13	15	15
Very Good	19	12	10	8	16	7	14
Good	10	14	15	14	11	16	13
Subtotal	44	42	38	34	40	38	42
Percent	98%	98%	95%	94%	91%	97%	95%
Marginal	0	1	2	2	4	0	2
Poor	1	0	0	0	0	1	0
Percent	2%	2%	5%	6%	9%	3%	5%
Total	45	43	40	36	44	39	44
Didn't Use	3	4	8	11	4	10	3

1998 - 1999							
	Provided Services	Timeliness	Responsiveness	Communication and Feed Back	Customer Service	Communication on Completion and follow up	Overall Performance
Outstanding	44	38	40	28	37	33	37
Very Good	20	23	17	21	21	20	25
Good	9	7	8	11	8	6	9
Subtotal	73	68	65	60	66	59	71
Percent	96%	92%	92%	92%	96%	94%	97%
Marginal	2	6	3	4	3	2	1
Poor	1	0	3	1	0	2	1
Percent	4%	8%	8%	8%	4%	6%	3%
Total	76	74	71	65	69	63	73
Didn't Use	12	12	14	18	13	17	12

	2007	2006	2005	2004
Calls for Service	10683	9711	5785	5218
Total CAD entries	37794	34158	31476	26778
Total Reports Taken	1581	1292	1376	1001

Total Arrests	827	650	580	277
Felony	86	60	30	20
Misdemeanor	741	587	549	256
Detention Only	0	3	1	1

Total Calls though Comm Center	36,539	41,448	Partial Year	
Calls to 911	3621	4058	4686	3940
Total Admin Calls (3100)	32,918	37,390	24622	No Data

CAD (Most Common Calls)

Calls By Activity Code

911 Hang-ups	1012	701	594	507
Campus Escorts (Shuttle/Officer)	1194	336 (Partial)	No Data	No Data
Cash Transports	682	662	639	581
Disturbance	461	520	407	426
Fires (Includes Alarms)	29	43	35	26
Inner Campus Vehicle Escorts	321	287	198	152
Location Unlocks	2104	2335	No Data	No Data
Medical Aide	449	333	361	319
Patrol Checks	11610	11038	11644	10176
Subject Stops (Includes Skaterboarders)	1491	1439	957	378
Traffic Stops	4628	3918	3236	1340

III Facilities and Equipment

The EL Camino police station was constructed ten years ago and currently at maximum capacity. The Compton Center police station is currently housed in a former classroom.

There are plans to construct a new facility at Compton Center for a new police station in the five year Compton strategic plan. El Camino currently has eight older patrol cars and two older unmarked cars. Compton Center has four new patrol cars and two older unmarked cars. El Camino serves as headquarters and therefore houses the dispatch/records systems. These systems are congruent with the South Bay regional law enforcement communication and records network.

IV Staffing

The El Camino Campus has an authorized full time strength of: One Chief, two Sergeants eleven Officers, three dispatchers, one parking permit supervisor, two clerical. The department is augmented by the following part time staff: twenty police cadets, four community services officers and four parking permit clerks. Compton Center has an authorized full time strength of: One Lieutenant, two Sergeants, eight officers and one support clerk.

V Planning

The police department continues to evolve towards a full service organization. With enrollment increasing so does the amount of services rendered and expected. The department collaborates with other campus departments and other local criminal justice agencies in keeping with one of the institutions guiding principles; “cooperation among our many partners including other schools, colleges, business and industries is vital for our success.” The department participates in various planning meeting in order to contribute to the overall success of the institution.

VI Conclusion

Statewide data suggests that community college enrollment continues to increase. El Camino College is experiencing the same trend. In addition, with the merger of Compton College/Ed Center additional work load is expected. The following questions and recommendations provide a basis for this program review.

- Where is the program/department now? The department is in a state of change due to the merging of El Camino College and Compton College Police Departments effective July 1, 2008. The department continues to transition both organizational cultures into a culture of value based service. Value based service is defined as providing the best value to our customers maximizing existing resources.
- Where does the program/department want to be in 5-6 years? The department wishes to be in a position to be a full service organization providing maximum specialized service. This includes replacement and increase in human capital as well as logistical support. An example of human capital would be the replacement of a supervisor’s position, creation of a detective position, creation of a Lieutenants position for El Camino and the creation of a dispatch/records supervisor. The approximate cost would be \$250,000. An example of logistical support would be acquisition of technological capital such as state of the art cameras, communication and other related equipment. The approximate cost is approximately \$900,000 as a one time expenditure less on going maintenance costs and upgrades.

- What does the program/department need to do to get there? The department needs to collaborate with other public/private organizations. The department needs to become “more business like” in its day to day operations and find ways to be more entrepreneurial in increasing revenue for the organizations.
- How will you validate (or account for) the program/department’s progress? The use of a mixed method research through the use of survey instruments validated by student learning outcomes (SLO) will demonstrate the department mission of creating a safe and secure environment contributes to the Institution’s mission of student success.