

## **2010-11 PROGRAM REVIEW CAMPUS POLICE**

- I. Unit Purpose is to provide a safe and secure environment while respecting the rights and dignity of all persons utilizing the facilities and programs of El Camino College. This purpose is congruent with the college mission statement “El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community. Our purpose is congruent with the Strategic Initiative B; “Strengthen quality educational and support services and promote student success”, Strategic Initiative F; “Support facility and technology improvements to meet the needs of students, employees and the community” and Accreditation Standard 3.

To accomplish its purpose, Campus Police engages in a wide and varied set of activities. The primary activity for this Program Review is:

- Parking Services

This unit is responsible for providing parking for staff, students and visitors. The unit provides parking permits, designates parking stalls, responsible for the collection of daily parking permit fees, maintenance of parking permit machines and parking citation machines.

- II. Developments and Trends - Some of the historical developments that have and continue to affect Parking Services are personnel and budget reductions, increasing age of equipment such as parking citation machines, and communications devices.

Staff – Since 2004, the total number of staff employed has remained at 6. We currently have maintained the same amount of staff since 2004. This includes one full-time member and four/five-part time members. On July 2008, the Compton College Police Department merged with the El Camino College Police Department. This merger involves ECC parking services to play an advisory role for Compton Center parking services.

Budget – Since 2004, the budget for Parking Services has reduced slightly compared to previous years.

Technical Modifications – The introduction of computer technology and its integration with parking services has improved customer service. Customers can purchase parking permits with credit cards as well as cash in a timely manner so that they can attend class on time. Parking Services has

contracted with a private vendor known as the “Phoenix Group” to conduct parking citation collections and administrative sanctions for those delinquent payments thus improving the effectiveness and efficiency of the amount of bail collected. As technology continues to advance, standards will continue to evolve.

Regulatory Control – Almost all aspects of division activities have been subject to on going state regulatory control either from the state legislature in the form of new laws and or the entry level and on going training standards regulated by the California Vehicle Code.

Funding – Revenues collected via parking permits, parking citations and other traffic related revenues prescribed by State law, essentially fund Parking Services.

Funding for Campus Police is 20% fund 11 and 80% fund 12.

- III. Resources – The management staff of the Campus Police perform safety planning for El Camino College and the Compton Center. The Campus Police management staff over Parking Services consists of one Chief, Two Sergeants and a Police Services Technician. In addition, five student workers work the front counter processing parking permits and citations. Also about twenty-two cadets enforce parking regulations on campus.

Performance Indicator – One performance indicator used for this activity is business based. This based on a quantitative measurement on the number of parking permits sold and parking citations issued equals the amount of revenue generated.

Our goal is to improve staff parking permit process. Currently, it takes one working day to process 100 staff parking permits. Our goal is reduce this time by half or double the amount of permits processed in the same period.

Recommendations – By leveraging technology, it is our desire to improve customer satisfaction by reducing the amount of wait time for staff parking permits.

Conclusions – Parking Services continues to strive for excellence, leveraging technology to deliver quality service in line with Strategic Initiative F “Support facility and technology improvements to meet the needs of students, employees and community.”