

UPD and Parking

Continually Improve The Support Services To Internal Constituents.

Goal Description:

Continually improve the support services to internal constituents.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Enhance University Crime Prevention And Safety

Performance Objective Description:

To enhance crime prevention and safety across campus.

RELATED ITEM LEVEL 2

Analyze Parking Citations

KPI Description:

The department will evaluate the number of parking citations issued to the number of parking citations that are paid per year. Although this is not a main staple of our budget, the parking citation revenue is used to offset the revenue not generated through the sale of parking permits. This indicator can provide trends and better help plan for future budget needs. Our ongoing goal for the future is to have \$250,000 in reserve for infrastructure maintenance.

Results Description:

Overview

Parking and Transportation transitioned to a new paperless, parking management system utilizing license plate recognition. The system allows us to capture granular data regarding parking behavior that we have not been able to report in the past. We are identifying Key Performance Indicators and Performance Indicators that will be useful for us in future reports. Two of the tasks identified by the Finance and Operations Division for FY17 are:

- 1) Conduct a Third-Party Supply versus Demand Parking Evaluation;
- 2) Complete a South Campus Feasibility Study of One Way Traffic and Additional Parking.

Financial Statistics

<i>Description</i>	<i>Annual Activity</i>
<i>Parking Permits Total</i>	\$1,867,830.25
<i>Citation Fine Total</i>	\$638,535.40
<i>Sam Houston Parking Garage</i>	\$179,757.51
<i>Daily and Hourly Parking</i>	\$172,075.25
<i>Event Parking</i>	\$5,402.50
<i>Total</i>	\$2,940,398.09

Customer Service

<i>Description</i>	<i>Annual Activity</i>
<i>Phone Calls Received</i>	34,285
<i>E-Mails Received</i>	10,544
<i>Citation Appeals Received</i>	5,488
<i>Event Requests Received</i>	268

RELATED ITEM LEVEL 2

Review Survey Results Of Participant To Be Above Average On All Questions

KPI Description:

To enhance crime prevention and safety across campus, the University Police Department will actively engage in making presentations. These presentations are normally requested through the Department of Residence Life, Enrollment Management, and other requesting departments. The purpose of these presentations is to inform the campus community of current trends recognized by this department and to provide general advice. In order to evaluate this, our department will compare crime statistics for reported on campus crimes and conduct a survey of the participants who attend the presentation made by the officer. The purpose of the survey will be to evaluate how the material is received and if the program needs changes. Presentations will be rated Above Average on all survey questions.

Results Description:

To enhance the crime prevention and safety across campus, the Department of Public Safety Services has actively engaged in making presentations and conducting security risk assessment surveys of campus buildings. The primary components within Public Safety Services that has led this area is the CORE Team (Community OutReach Effort) the Office of Emergency Management/Public Information. The two groups are led by (respectively) Officer Jeff Butterworth and Director David Yebra.

The presentations are normally requested through the departments on campus such as Department of Residence Life, Department of Military Science, Greek Life and others. The purpose of these presentations is to inform the campus community of current trends recognized by this department and to provide general advice.

Since January 2017, the department has conducted over 30 different presentations to students, staff, faculty, and visitors. Presentation topics ranged from Alcohol/Drug Abuse Prevention, Interacting with Law Enforcement, Civilian Response to Active Shooter Events, Domestic Violence/Sexual Assault Awareness, etc. Of the completed survey responses, we have received above average marks for all presentations.

In addition to requested presentations, the CORE Team has also taken time to create several safety events for the university community. “Kats Safety Bash” has been hosted annually by the University Police Department each Fall semester since 2014. This program, which is developed in accordance with National Campus Safety Month, has become the premier safety program conducted by the department. Participants have the opportunity to engage with local law enforcement and public safety personnel who have knowledge of various safety topics.

Additionally, participants have the opportunity to observe a mock dorm room fire, a vehicle extrication, engage in a traffic stop demonstration, see various public safety emergency vehicles and helicopters, and operate a peddle cart with intoxicated vision goggles in a simulation environment. Participation at this event from the university community has grown exponentially each year, with over ~1,000 attending in 2016.

The department has also partnered with the Office of Health Promotion to present “Destination Spring Break” to the students each Spring semester. This completely unique safety presentation provides safety tips that benefit the students before traveling to their Spring Break destinations. The program incorporates a live DJ, interactive skits, and engaging presentation strategies to distribute a variety of safety information. We have consistently had over 500 students attend this one of a kind safety presentation.

Furthermore, the Office of Emergency Management/Public Information conducted several presentations with university faculty, staff, student, and alumni organizations. Additionally, the office produced training videos and online material for reference. The material for the training was developed from national resources (FEMA, DHS), best practices, community concerns, and a trend analysis of campus activity. Also, both Officer Butterworth and David Yebra presented at each new student orientation to incoming students and their parents/guardians.

To prepare individuals for all-hazards, the Department developed a 75-minute [All-Hazards Presentation](#) that provided participants the option of attending in person or viewing online. A total of 319 have completed the training in person or online for development credit, with a total of 482 online viewings. A total of 70 personnel attended the training in person. The feedback received from those in attendance was rated as follows: 38 Excellent, 13 Good, and 1 Average review. Overall feedback from all the presentations is characterized by many similar comments to the ones below:

- This was one of the best ones I have seen, and it was done here, essentially homegrown.
- Great presentation!
- Training was extremely informative and caused me to critically think about the decisions I would make.
- Wished more discussion was brought up on other hazards
- Excellent presentation. I learned a lot!!
- Very knowledgeable. Perhaps sharing with us a map/plan for our specific buildings would be good.
- Training met my expectations
- Overall great training. Learned a lot and will present to my department.
- I think this training should be given for every employee.

Instructor was excellent and very detailed!

Efficient Use Of Resources

Goal Description:

Efficient use of resources

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Provide Efficient Operations In Comparison To Similar Universities

Performance Objective Description:

Provide efficient operations in comparison to similar Universities.

RELATED ITEM LEVEL 2

Officer To Student Comparison Ratio

KPI Description:

The University Police Department will evaluate and compare number of students enrolled in a similar university and the number of full time police officers who work at the institution. This comparison will help the department to evaluate and compare how other university police department personnel compare to current full time officer to student ratio.

Currently, through our experience, our administrative staff has noted that other university police departments are set up in a similar manner and provide the same basic services as we do. Also, departments outside of university law enforcement gauge population to officer ratios to help determine a need for officer resources. A general number that is used for comparisons is one officer for every 1,000 in population (students/ faculty/staff). SHSU UPD’s ratio/population will be comparable ($1/1000 = 5.5\%$) to other universities our size or even lower (ideal = $1/800 = 4.5\%$).

Results Description:

The Department of Public Safety Services continues to examine university growth, trends (reporting) and ratios to ensure a safe campus community. During Fiscal year 2017, the department has made several changes to help capitalize on our operational effectiveness. The changes included the additional of a new reporting department, creation of a new internal position, and personnel allocation (shift change).

In examining our current growth, and to follow the University’s approach at providing a level of service to meet the State’s goals (doing more with less), we made an enormous transition in our shift structure to provide more officer coverage during a weekly basis. In the Spring of 2017, we began examining the differences between eight, ten and twelve hour shifts. In the end, with support of the patrol officers, the twelve-hour shift model provided the best accommodations not only to the officer, but also to our service model.

In this sense there will always be a shift minimum of two officers. Before, the shift minimum was one officer. There is a supervisor and three officers assigned to each shift (two day shifts & two night shifts). This shift dynamic also allows for each patrol officer to have a full weekend off every other weekend. The shift relationships have improved and officer production during this trial period has improved as well. At this time, we are pushing forward with Fall 2017 implementation as well.

With the shift change taking place, this further allowed for us to use an officer within our investigative division without shorting the patrol division. An investigators position was created and an officer was assigned to this assignment. Since we only had one investigator, the case load was burdensome and made it very difficult to assign priorities since each reported crime has a level of importance. With two investigators, the case load has been distributed and better investigations can be completed. Thus, enhancing our efficiencies and productivity.

Also, in the Spring of 2017, the Office of Emergency Management was transferred to the Department of Public Safety Services. This move created a third division with Parking and Police. In an effort to assist with other areas, the department was retitled to Emergency Management & Public Relations. The director of this department now focuses on identified emergencies, providing public information regarding policing/emergency activities, and continuing an education campaign across campus in reference to emergency best practices. The alignment of this department has greatly complimented and strengthened our relationship with the University community.

We currently meet three times a year with the Texas State University System campus police to look at current trends, staffing issues, and best practices. Our department command staff participate and are a part on numerous professional organizations that also look at these factors in order to compliment and prepare modifications or request for new internal actions.

At this time based on the prescribed ratio, we feel that our department is meeting its obligations. However, with new programs being planned by the University within the next couple of years; our department is planning on requesting additional personnel to meet the demand that could be placed on our department.