

Program Review Summary Page

For Academic & Student Support Programs

Support Program(s) under Review: College Police

Term/Year of Review: Spring 2021

Summary of Program Review:

A. Major Findings

1. Strengths:

- Officer initiated activity and patrol presence
- Security checks and securing buildings
- Crime prevention program and classes
- Technology progression and updates
- On-campus involvement and connection
- Community involvement and connection
- Community Oriented Policing
- Training and Development

2. Areas for Improvement:

- Staffing levels
- Communication to the public about College Police services and availability
- Outreach
- Persistence in educating and reminding staff about their role in crime prevention and safety on campus

3. Projected Program Growth, Stability, or Viability:

- Current and projected state is growth
 - + Increasing patrol coverage of the campus is necessary for crime prevention and for immediate response to calls for service and emergency situations. With NVC Housing coming in the near future it is necessary to develop and grow the program to ensure we can meet the needs of the residents and the college in a 24 hour role.

B. Program's Support of Institutional Mission and Goals

1. Description of Alignment between Program and Institutional Mission:

Napa Valley College Police plays a key role in helping to prepare **“students for evolving roles in a diverse, dynamic, and interdependent world.”** NVCPD focuses on education rather than punishment and looks at each contact as an opportunity to connect with our community and educate them in laws, rules of the road, crime prevention, and safety. NVCPD also focus highly on

teaching responsibility of actions and connecting our students and staff with the proper resources on and off campus to help them in their current and future states. These are skills that all people can utilize in their everyday life and future.

2. Assessment of Program's Recent Contributions to Institutional Mission:

The most obvious way to show how the College Police is helping prepare "**students for evolving roles in a diverse, dynamic, and interdependent world**" is the lack of multiple contacts with students. It is common practice that when we stop students for a traffic violation or have to contact them for a fixable violation/crime we give them a warning and educate them on the laws/rules, and taking responsibility for their actions and the effect they have on other people and society. This is highly effective because we do not have multiple contacts or violations by the same students. It is also evident when we have students who are victims of crimes or take our crime prevention classes. Once educated we do not see these students become victims again, which indicates they are learning how to help keep themselves and their belongings safe.

3. Recent Program Activities Promoting the Goals of the Institutional Strategic Plan and Other Institutional Plans/Initiatives:

3- Increase NVC student achievement and completion of educational and job training goals

- In order for students to be successful they need to feel safe and supported. The College Police's mission is endeavoring to create "an environment which is as safe and crime free as possible." We also seek to get our students and staff the best resources available to them both on and off campus to help them be successful in their education and life goals.

6- Enhance Collaboration between NVC and community and civic partners

- The College Police works tirelessly in supporting the Napa community and connecting the college with outside partners. Whether it be during emergencies, crime prevention classes, facilitating the use of college facilities/resources, or direct connections of college staff/students with community partners, NVCPD is front and center in providing that link and promoting the college in being community minded.

C. New Objectives/Goals:

The College Police needs to continue what we are doing and also develop and grow as the college grows. Having additional Officers to increase patrol hours is going to be necessary in the future. Having great services for students is not effective if we cannot get the word out, so this needs to be a focus looking toward the next few years. Continued connections and outreach with our campus community and surrounding communities are key in effective policing, therefore this also needs to stay as a focus in the future. The college police needs to ensure we are meeting the needs of our public and keeping open lines of communication and resources.

I. PROGRAM DATA

A. Service Figures for College Police

	2017-2018	2018-2019	2019-2020*	Change over 3-Year Period
Number of Calls for Service	15,463	15,826	15,566	0.7%
Officer-Initiated	85.6%	78.5%	87.5%	1.9%
Citizen-Initiated	7.1%	6.9%	5.9%	-1.2%
Other	7.3%	14.6%	6.6%	-0.7%
Service at Front Window	1,004	1,702	1,245	24.0%
Security Checks	8,857	7,888	9,606	8.5%
<i>Source: Data provided by the College Police Program, 2017-2018 to 2019-2020</i>				

***RPIE Analysis:** Over the past three years, the number of calls for service by College Police remained relatively stable, increasing by 0.7% between 2017-2018 and 2019-2020. Over the past three years, the proportion of officer-initiated calls increased by 1.9%, while the proportion of citizen-initiated calls decreased by 1.2%.*

Over the past three years, the number of services at the front window fluctuated. Between 2017-2018 and 2018-2019, the number of services at the front window increased by 69.5%. Between 2018-2019 and 2019-2020, the number of services at the front window decreased by 26.9%.

Over the past three years, the number of security checks fluctuated. Between 2017-2018 and 2018-2019, the number of security checks decreased by 10.9%. Between 2018-2019 and 2019-2020, the number of security checks increased by 21.8%.

**The figures for 2019-2020 reflect changes that resulted from the transition to the remote environment in spring 2020, due to COVID-19. The decreases in calls for service and service at the front window likely resulted from having fewer students/people on campus.*

Program Reflection:

The number of calls for service for the college police remains high, even with 2019-2020 having the transition to a remote environment. We typically have 1 Police Officer on duty and 1 Campus Service Officer so this shows the amount of work they are doing. As you can see there is an increase in the amount of security checks in 2019-2020, which I believe is due to the decrease in citizen initiated calls for service due to the transition to the remote environment towards the end of the 2019-2020 year, in other words the Officers have more time to check the campus. College Police needs to continue to be visible on campus and work on getting materials out to our campus community about how to contact the College Police. While we work towards a crime free campus we still want the community to be comfortable reaching out to us for assistance and reporting incidents.

B. Classes/Presentations Offered by College Police

Type of Offering	2017-2018	2018-2019	2019-2020*	Participation per Offering
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							Across the 3 Years
	Sessions	Students	Sessions	Students	Sessions	Students	
Crime Prevention Classes (Total)	13	169	13	162	12	176	13.3
Woman's Self-Defense Class	4	44	5	55	2	11	10.0
Self-Defense Class	2	48	2	42	3	97	26.7
Pepper Spray Class	2	26	3	18	3	11	6.9
Armed Intruder Class	5	51	3	47	4	57	12.9
Driver's Awareness – Van Training	7	--	3	--	13	--	--
Miscellaneous Classes/Presentations	5	--	9	--	5	--	--

Source: NVC College Police Statistics for 2017-2018, 2018-2019, and 2019-2020

RPIE Analysis: Over the past three years, the number of Self-Defense Classes offered by College Police decreased by 7.7%, while the number of students that attended the classes increased by 4.1%. Across the three years, the average participation in Self-Defense Classes (across all four types of class offerings) was 13.3 students per class. The general Self-Defense Class accounted for the highest number of participants per offering over the three-year period, with 26.7 students per session.

Over the past three years, the number of Driver's Awareness Trainings provided by College Police fluctuated, ranging from 3 to 13. The number of Miscellaneous Classes/Presentations provided by College Police ranged from 5 to 9 over the same period. The number of students that attended these two types of trainings is unavailable.

*Self-defense classes and armed intruder classes enrolled more students in 2019-2020 than they did the prior two years. These increases occurred even though the College Police stopped offering in-person trainings in spring 2020, when NVC transitioned to the remote environment.

Program Reflection:

The number of Crime Prevention class offering seems consistent for the past few years. I really want this department to focus on expanding this program by offering more classes and trying to increase the number of students in those classes. The more crime prevention information we can educate our community the safer they will be and the easier our job becomes. This is also an essential thing for our department to develop trust within our community. I also hope to develop the patrol Officers to be able to teach many of the classes. This will give patrol a direct positive link to the people they serve.

C. Property Crimes (Theft, Vandalism, Burglary)

	2017-2018	2018-2019	2019-2020*	Change Over Three-Years
Total Property Crimes	21	22	5	-76.2%
Beat Three	10	6	2	-80.0%
Building:	8	7	1	-87.5%

100 Building	2	--	1	-50.0%
600 Building	4	5	--	-100%
800 Building	--	--	--	--
900 Building	--	2	--	--
3000 Building	2	--	--	-100%
4000 Building	--	--	--	--
Parking Lot:	3	9	2	-33.3%
Lot A	2	4	2	0%
Lot B	1	3	--	-100%
Lot E	--	2	--	--
<i>Source: NVC College Police Statistics for 2017-2018, 2018-2019, and 2019-2020</i>				

RPIE Analysis: Over the past three years, the total number of property crimes decreased by 76.2%. Between 2017-2018 and 2018-2019, the total number of property crimes increased by 4.8%. Between 2018-2019 and 2019-2020, the total number of property crimes decreased by 77.3%.

Property Crimes in the following areas on campus changed by more than 10% ($\pm 10\%$) between 2017-2018 and 2019-2020:

Areas with property crime decreases:

- 600 Building (-100%)
- 3000 Building (-100%)
- Lot B (-100%)
- Building Total (-87.5%)
- Beat Three (-80.0%)
- 100 Building (-50.0%)
- Parking Lot Total (-33.3%)

**The decreased number of crimes reported for 2019-2020 might be associated with the shift to the remote environment in spring 2020, due to COVID-19.*

Program Reflection:

Although our property crimes decreased in 2019-2020, most likely due to transitioning to the remote environment, towards the end of 2020 (July-December) we saw a huge increase of property crimes (14) that are not shown on this chart because it is outside of the recorded dates. In 2018-2019 there is an increase in property crimes in parking lots, which might coincide with the fewer number of security checks in that same time period. With Officers not being out patrolling and being visible there is a higher likelihood that crime will increase. This is also evident when we are seeing the majority of the property crimes happening during off-hours when the College Police is not present on campus. Still, overall the number of property crimes that occur on campus is very low given the size of the campus and the number of vehicles that are parked on campus on a consistent basis. The College Police needs to continue to be actively patrolling the campus, in the parking lots, buildings, and open spaces regularly. The college really needs to consider adding Police Officers to increase the patrol hours, eventually working towards 24 hour coverage.

D. Unsecured Areas

	2017-2018	2018-2019	2019-2020	Change Over Three-Years
Unsecured Areas (Overall Total)	773	892	994	28.6%
Maintenance Yard	397	400	433	9.1%
Pool	42	42	51	21.4%
Building (Total among Buildings Reported Below)	148	189	213	43.9%
600 Building	60	66	48	-20.0%
800 Building	25	28	38	52.0%
1200 Building	10	26	14	40.0%
1300 Building	22	14	20	-9.1%
1500 Building	24	28	19	-20.8%
4000 Building	7	27	74	957%

Source: NVC College Police Statistics for 2017-2018, 2018-2019, and 2019-2020

RPIE Analysis: Over the past three years, the number of unsecured areas on campus increased by 28.6%.

Unsecured areas in the following areas on campus changed by more than 10% (±10%) between 2017-2018 and 2019-2020:

Areas with unsecured area increases:

- 4000 Building (957%)
- 800 Building (52.0%)
- Building Total (43.9%)
- 1200 Building (40.0%)
- Pool (21.4%)

Areas with unsecured area decreases:

- 1500 Building (-20.8%)
- 600 Building (-20.0%)

Program Reflection:

There is a definite consistency with the areas being unsecured/unlocked over the years. In some areas we have been able to address the problem but the majority have remained consistent or gotten worse. One positive thing is there does not seem to be a major link to property crimes and unsecured areas. I believe this is due to the Officers constant patrolling and securing of those areas. The only link we saw between being found unlocked/unsecured on a consistent bases and higher crime rates was in the 600 building. Because the 600 building has the locker rooms, showers, and access from the pool this building is enticing to people who more commonly commit property crimes. It is also a high traffic building making it difficult to keep secured. College Police needs to continue to remind staff in this building to lock up and not leave things open when they are not present. In 2019-2020 we did see a small decrease in a couple areas being left unsecured (600, 1200, and 1500), which is most likely due to less activity and less people working in those buildings. Officers need to continue their actions to keep crimes from occurring but they also need to be more resolute in reminding staff to lock up in these areas.

E. Parking Services by College Police

	2017-2018	2018-2019	2019-2020*	Change over 3-Year Period
Mobile Daily Parking Permit Purchases	7,840	10,942	8,339	6.4%
Semester Parking Permit Purchases	6,398	6,268	5,437	-15.0%
Issued Parking Tickets	2,501	2,454	1,691	-32.4%
<i>Source: Data provided by the College Police Program, 2017-2018 to 2019-2020</i>				

***RPIE Analysis:** Over the past three years, the number of mobile daily parking permit purchases increased by 6.4%. Between 2017-2018 and 2018-2019, the number of daily parking permit purchases increased by 39.6%. Between 2018-2019 and 2019-2020, the number of daily parking permit purchases decreased by 23.8%.*

Over the past three years, the number of semester parking permit purchases decreased by 15.0%. Between 2017-2018 and 2018-2019, the number of semester parking permit purchases decreased by 2.0%. Between 2018-2019 and 2019-2020, the number of semester parking permit purchases decreased by 13.3%.

Over the past three years, the number of issued parking tickets decreased by 32.4%. Between 2017-2018 and 2018-2019, the number of issued parking tickets decreased by 1.9%. Between 2018-2019 and 2019-2020, the number of issued parking tickets decreased by 31.1%.

**The figures for 2019-2020 reflect changes that resulted from the transition to the remote environment in spring 2020, due to COVID-19.*

Program Reflection:

The College Police has transitioned almost the entire parking program to a virtual format, with the exception being the ability to purchase actual daily permits from one of 2 machines on campus. One parking machine will remain to enable people who are not comfortable using technology to purchase daily permits. The number of semester parking permits has decreased and the number of mobile daily parking permits has increased. With our students and visitors being more and more comfortable using technology and seeming to like the convenience of using the ParkMobile application the College Police needs to research the ability to

have an extended (semester) permit available through ParkMobile. If this cannot be accomplished we need to look into other parking options. This will give students/staff/community a quicker and more convenient option.

F. Found Property by College Police

	2017-2018	2018-2019	2019-2020*	Change over 3-Year Period
Lost and Found Items/Property	412	427	326	-20.9%
Claimed Items/Property	140	146	125	-10.7%
Percentage of Items/Property Claimed	34.0%	34.2%	38.3%	4.3%
<i>Source: Data provided by the College Police Program, 2017-2018 to 2019-2020</i>				

RPIE Analysis: Over the past three years, the number of lost and found items delivered to the College Police decreased by 20.9%. Between 2017-2018 and 2018-2019, the number of lost and found items increased by 3.6%. Between 2018-2019 and 2019-2020, the number of lost and found items decreased by 23.7%.

Over the past three years, the number of lost and found items that were subsequently claimed by the owners decreased by 10.7%. Between 2017-2018 and 2018-2019, the number of claimed items increased by 4.3%. Between 2018-2019 and 2019-2020, the number of claimed items decreased by 14.4%.

Over the past three years, the percentage of items/properties claimed by owners increased by 4.3%.

**The figures for 2019-2020 reflect changes that resulted from the transition to the remote environment in spring 2020, due to COVID-19.*

Program Reflection:

Lost and found property needs to continue to be a service offered by the college police. There is still a high number of items found and turned in and there is also a high number of items claimed. One improvement that the College Police can make is advertising this service to both the campus community and the public.

II. CURRICULUM

This section does not apply to the College Police.

III. LEARNING OUTCOMES ASSESSMENT

This section does not apply to the College Police.

IV. PROGRAM PLAN

Based on the information included in this document, the program is described as being in a state of:

- Viability
- Stability
- Growth

*Please select ONE of the above.

This evaluation of the state of the program is supported by the following parts of this report:

-Calls for service
 -Patrol Operations
 -Number of property crimes on campus and their locations compared to unlocked/unsecured areas
 -The majority of property crimes happening during off-hours
-Future NVC on-campus housing

Complete the table below to outline a three-year plan for the program, within the context of the current state of the program.

Program: College Police
 Plan Years: 2021-2024

Strategic Initiatives Emerging from Program Review	Relevant Section(s) of Report	Implementation Timeline: Activity/Activities & Date(s)	Measure(s) of Progress or Effectiveness
Develop a NVCPD pamphlet (both physical and virtual)	1.A 1.B	- Development of pamphlet: 2021-2022	- Increase of citizen initiated calls for service - Increase in enrollment of Crime Prevention Classes
Develop and implement an annual survey to be sent out to NVC community	All Sections	- Develop annual survey for campus community: 2021-2022 - Send out survey: 2022-2023 (allow for more people to return to campus due to COVID) *Survey to be sent out annually	- Development of list of strengths and weaknesses per public opinion - Identify areas of needed growth/improvement.
Continued growth of parking program for ease of access	1.D	- Research alternative semester parking permit programs/companies and decide if change would be beneficial to students/staff: 2021-2022	Parking permit statistics, semester parking permits vs. daily parking permits compared to prior years

		- Develop timeline of implementation if moving forward: 2022-2023 - Implement new semester parking permit program: 2022-2023	
Hire 3 additional Police Officers and 1 additional Police Sergeant	1.A 1.B 1.C 1.D	- Hire and train 3 additional Police Officers: 2021-2024 - Hire and train additional Police Sergeant: 2022-2023	- Hire and train additional Police staff for increased patrol hours on campus - 24 continuous patrol prior to Campus Housing Opening Fall 2023
Increased Awareness of NVCPD and services offered	1.A 1.B 1.D	Utilize NVC resources to get information out about NVCPD and the services we offer. (New Employee orientation, classroom information sessions, NVC Weekly Newsletter, NVC website, NVCPD website, NVC social media, semester email, semester NVC safe alert, NVC club information sessions, tabling): 2021-2023 *To be done on an annual semester basis	- Increase of citizen initiated calls for service - Increase in Crime Prevention Class enrollment - Increase in claimed property

Describe the current state of program resources relative to the plan outlined above. (Resources include: personnel, technology, equipment, facilities, operating budget, training, and library/learning materials.) Identify any anticipated resource needs (beyond the current levels) necessary to implement the plan outlined above.

Note: Resources to support program plans are allocated through the annual planning and budget process (not the program review process). The information included in this report will be used as a starting point, to inform the development of plans and resource requests submitted by the program over the next three years.

Description of Current Program Resources Relative to Plan:

The College Police can utilize current resources and College resources for the majority of the strategic initiatives. For an increase in staffing there will be a significant need of resources for personnel costs, including equipment and training associated with new personnel.

V. PROGRAM HIGHLIGHTS

A. Recent Improvements

Emergency Operations:

- Successfully ran and assisted Napa County in 3 evacuation shelters due to wildfires impacting the local communities
- Successfully transition to an online environment and made the necessary safety adjustments due to the COVID-19 pandemic
- Update many plans and protocols in our NVC Emergency Operations Plan due to wildfires, smoke, and pandemic
- Transition our NVC Safe emergency alert system to a new company that enables us to send quicker alerts and in a greater capacity

Crime Prevention and Response:

- “See Something, Say Something” posters up in all classrooms on campus indicating how and why to contact the college police (based upon an identified need from student surveys done by instructors)
- Additional duress buttons on campus in areas where immediate emergency assistance might be needed, including one in the lobby of the main gym
- Updated officer body worn cameras with clearer and better audio
- Additional surveillance cameras positioned in problem areas around campus for both crime prevention and resolution
- Updated burglar alarm system to meet the changes on campus and for more convenience of college staff in the higher risk areas
- Successful development and implementation of the NVC CARE (Campus Assessment Response and Education) Team to be used as a resource for students and staff in dealing with someone exhibiting concerning or unusual behavior

Parking:

- Transitioning the parking machine in lot B to accept credit card payment for people on campus who do not have cash at hand
- Continued digitalization of parking lots regarding parking permits on campus
- Posting of 18 additional parking signs on campus for better visibility and important information regarding parking regulations and options
- Updated parking “deal” allowing first time violations to be excused with only paying a \$4 processing fee

B. Effective Practices

- Being highly visible on campus and utilizing security checks as a way to prevent crime and connect with the community that we serve
- Utilizing first the college resources on campus and when needed the community resources to help students and staff with the many needs they might have
- Focusing first on education and compliance rather than punishment
- Crime prevention program to identify, predict, and fix possible hazards on and around campus, and help keep areas locked up and secure
- Crime prevention classes to educate people about crime prevention, and also their options and resources when it comes to safety and the criminal justice system
- Connecting and contributing to the Napa community on behalf of Napa Valley College
- High concentration on training and development of all College Police staff in areas that directly relate to the public we serve
- Being highly involved within the campus community (trainings, committees, events, activities, etc.)

Feedback and Follow-up Form

Completed by Supervising Administrator:

Oscar De Haro

Date:

5/21/2021

Strengths and successes of the program, as evidenced by analysis of data, outcomes assessment, and curriculum:

Maintaining a safe and secure environment is the primary role of College Police. The variety of services and activities this Unit has provided NVC is truly commendable. Seven-day daily building security checks, prompt attention to issues of potential disturbance, preparation of staff and the community in 'how to be safe' and visible presence on campus are marks of a special and well-developed police service. The high number of service calls is evidence of a busy unit.

Areas of concern, if any:

Not a concern, but an observation which aligns with the state of Growth our College Polce finds itself in with the advent of a student housing complex and the inevitable 24/7 security/policing need.

Recommendations for improvement:

Develop well-articulated plans for increased staff in this unit.

Anticipated Resource Needs:

Resource Type	Description of Need (Initial, Including Justification and Direct Linkage to State of the Program)
Personnel: Faculty	
Personnel: Classified	
Personnel: Admin/Confidential	
Instructional Equipment	
Instructional Technology	
Facilities	
Operating Budget	
Professional Development/ Training	
Library & Learning Materials	

