



## Unit End of Year Report

### Report includes:

- 2016-2017 Annual Goals
- 2016-2017 Assessment Plan
- Key Performance Indicators
- 2016-2017 Points of Pride
- 2017-2018 Annual Goals
- 2017-2018 Assessment Plan

**Unit: New York State University Police**

**Director: Daniel Vasile, Chief of University Police**

### UNIT OVERVIEW

This section corresponds with Administrative Unit Assessment Document 1

### Unit Mission

The Department of University Police is committed to providing a safe and secure campus environment for all students, staff, faculty and visitors. With emphasis on crime prevention and deterrence, personal safety education and service to the college community, we continually strive to improve our performance and work together in mutual respect.

### Functional Goals and Division/College Mapping

For the purpose of EMSA's work, *Functional Goals* will be defined as the 2-3 broad goals that are necessary for your unit to maintain adequate service and provision of your functions and responsibilities as expected by the College

Unit Functional Goals		Division Goal Mapping (This will be a number reference)	College Goal Mapping (This will be a number reference)
UP#1	Apply best practices of the New York State Department of Criminal Justice Services Accreditation process	4, 2, 5	1.1, 1.9
UP#2	Engage in community policing programs and activities on campus for the purpose of crime prevention, education, and building strong relationships with the community we serve.	2, 6	2.1
UP#3	Train and respond to emergencies using best practices in emergency preparedness to ensure a safe campus community	3	3.5

**SECTION ONE: 2016-2017 UNIT ANNUAL GOALS**

Identify the overall annual goals for the unit

<b>Unit Annual Goals</b>	<b>Outcome/Status</b>
Welcome the new full-time Emergency Manager to University Police and reinvigorate the community's ability and readiness to successfully respond to various types of campus emergencies.	Completed
Host a Student Intern	Completed
Significantly increase the rate of satisfaction with University Police service as reflected in the RL/LC mid-year survey.	Accomplished
Significantly increase the number of dedicated Community Policing hours and contacts.	Accomplished
Make progress toward NYS Department of Criminal Justice Services Accreditation.	In progress
Assess University Police staffing.	In progress
Actively work to recruit applicants for the November 2016 University Police Officer 1 entrance examination, with particular emphasis on recruiting applicants from under-represented populations.	Completed

## **SECTION TWO, PART ONE: 2016-2017 Assessment Plan**

Select 3-4 unit goals to comprehensively assess. Section corresponds with the Administrative Unit Assessment Document 2.

<b>Unit Goal</b>		<b>College Mission Alignment:</b> how does this goal support the College's Mission?
Make progress toward NYS Department of Criminal Justice Services Accreditation.		To establish a cohesive set of policies and procedures that support purposeful supervision and mentoring of department members.
<b>Outcomes and Criteria:</b> identify 2-3 specific outcomes related to goal and criteria for success (3)	<b>Data Sources and Methods:</b> resources and tools used to assess (1, 2)	<b>Assessment Data:</b> summarize the assessment results, indicating whether outcomes were exceeded, met or not met (4)
Progress towards completion (percentage complete) Accreditor manager training	NYS Law Enforcement Accreditation Program Implementation Guide	Staff consulted with accredited agencies, collected examples and began to prepare materials. Approximately 10% of accreditation was completed this year.  General Orders and Procedures continue to be drafted to meet the 110 standard mandate for accreditation

### **CLOSING THE LOOP**

**Resources Used:** describe what resources (human, financial, etc.) were used to pursue this goal

Lieutenants Armitage and Vasile worked with several other SUNY police departments to obtain documentation and guidance on an accreditation program.

**Key Findings:** list key findings related to unit goal and outcomes (5)

Progress towards this goal is ongoing. The average time for other SUNY police departments approximately two years with established General Orders.

**Dissemination/Discussion of Key Findings:** how and with whom were key findings shared and what were the results of these discussions (6)

Interdepartmental communication through use of email and directives.

### **Summary Sentence for EMSA Briefing Book:**

Progress is ongoing and accelerating as a result of increased staffing and additional resources which will allow the continued development of General Orders in line with State Accreditation requirements.

## **SECTION TWO, PART ONE: 2016-2017 Assessment Plan**

Select 3-4 unit goals to comprehensively assess. Section corresponds with the Administrative Unit Assessment Document 2.

<b>Unit Goal</b>		<b>College Mission Alignment:</b> how does this goal support the College's Mission?
Significantly increase the number of dedicated Community Policing hours and contacts.		Advances community building to support student learning, development and campus safety.
<b>Outcomes and Criteria:</b> identify 2-3 specific outcomes related to goal and criteria for success (3)	<b>Data Sources and Methods:</b> resources and tools used to assess (1, 2)	<b>Assessment Data:</b> summarize the assessment results, indicating whether outcomes were exceeded, met or not met (4)
Number of programs Contact hours with students Assignment of officers to student groups/organizations	-Summary reports by patrol officers and supervisors - Residential life program data and feedback	Officers completed 64 Community Policing Programs, with over 155 documented hours while making contact with 3641 community members.  Increased programs and contact with students by 30%  Officers nominated for RLLC collaborators of the year

### **CLOSING THE LOOP**

**Resources Used:** describe what resources (human, financial, etc.) were used to pursue this goal

Programs conducted during normal working hours and use of program overtime. Additional resources included drug awareness board, lock out cards and officer-supplied materials.

**Key Findings:** list key findings related to unit goal and outcomes (5)

Coordination and participation in programming resulted in an increase of community interaction with University Police members (i.e. Coffee with a Cop, Operation Lock Out, Drug Education Programs, etc).

**Dissemination/Discussion of Key Findings:** how and with whom were key findings shared and what were the results of these discussions (6).

Information regarding the community policing program was shared with divisional partners in Residential Life, Hazen Center for Integrated Care, SBCT and with EMSA directors at meetings.

### **Summary Sentence for EMSA Briefing Book:**

University Police conducted 64 community policing programs resulting in a 53% increase in Community Policing hours and a 317% increase in the persons contacted.

## **SECTION TWO, PART ONE: 2016-2017 Assessment Plan**

Select 3-4 unit goals to comprehensively assess. Section corresponds with the Administrative Unit Assessment Document 2.

<b>Unit Goal</b>		<b>College Mission Alignment:</b> how does this goal support the College's Mission?
Welcome the new full-time Emergency Manager to University Police and reinvigorate the community's ability and readiness to successfully respond to various types of campus emergencies.		This goal supports the College's mission and goal of providing a safe campus community where all can learn, live and work.
<b>Outcomes and Criteria:</b> identify 2-3 specific outcomes related to goal and criteria for success (3)	<b>Data Sources and Methods:</b> resources and tools used to assess (1, 2)	<b>Assessment Data:</b> summarize the assessment results, indicating whether outcomes were exceeded, met or not met (4)
Status of Campus Emergency Plan (updated)  Communication system implementation (RAVE)  Implementation of best practices (FEMA, etc)	County, state and federal resources/tools  RAVE tests, feedback and statistics	Emergency Plan completed and approved by SUNY, in a timely manner. Last plan dated 2008.  EOC activation due to campus wide power outage because of significant windstorm. All stakeholders present, resources utilized to maintain campus functions.  Alerting System converted to RAVE from NY ALERT, enrollees will remain over 8000 with close to 100% contact rate. Statistical data received from RAVE shows and average of 98% message success through at least one distribution channel (text, email, phone).  Hazard assessment has been linked to FEMA approved Monroe County mitigation plan that outlines all hazards for village of Brockport and Town of Sweden

### **CLOSING THE LOOP**

**Resources Used:** describe what resources (human, financial, etc.) were used to pursue this goal

Emergency Manager was hired, highlighting a key human resource. All supplies and data received from other entities or was through State and Federal programs.

**Key Findings:** list key findings related to unit goal and outcomes (5)

Campus emergency plan was updated and approved by SUNY. Hazard specific annexes will need to be developed to add to the College's emergency plan. A new emergency communication system was also implemented (RAVE). RAVE has proved to be a better resource in communicating with all stakeholders when needed.

**Dissemination/Discussion of Key Findings:** how and with whom were key findings shared and what were the results of these discussions (6)

Progress towards this goal has been shared with administrative staff within the department, division as well as cabinet members as information was obtained. Accomplished through direct presentation and formal emails.

### **Summary Sentence for EMSA Briefing Book:**

Since employing full time Emergency Manager, the program has improved in preventing, responding, recovering and mitigating emergency events on campus.

## SECTION TWO, PART TWO: 2016-2017 Assessment Plan

### *The Qualitative Project*

#### **SUNY Student Opinion Survey Data Point: Section III, College Services, Facilities and Environment, Question #12 – Personal safety, security on this campus.**

This was a collaboration with University Police and Personal Safety Committee to explore further on the SOS question **#12 Personal safety, security on this campus**. SOS results for 2015 ranked Brockport #10 among the SUNY comp. and #20 among SUNY4-yr. The response mean for Q#12 was 3.85, nearly satisfied considering the scale that 5 – very satisfied to 1-very dissatisfied. The historical trend for the response mean has been consistent: 2015 (3.85); 2012 (3.83); 2009 (3.87) and 2006 (3.78).

#### **Questions for focus group:**

1. How safe do you feel on campus?
2. What safety concerns do you have?
3. What does the college do to keep students safe on campus? (Does the campus do enough?)
  - a. How about students living off campus or when students go off campus
4. What do students do if they are victims of a crime?
5. What are the College's obligations to report campus crimes?
6. How can the College improve?
  - a. Thoughts on what the College should do to promote personal and campus safety?

#### **Logistics:**

**Facilitator:** Karen Logsdon

**Notetaker:** Rachel Fort, EMSA Intern

**Date:** March 21, 2017    **Time:** 6:30-7:30 pm    **Location:** LAB 107    **43 students in attendance**

#### **Findings:**

##### **Themes:**

Theme One: Students feel safe on campus was the general consensus.

Theme Two: What the College does to keep the campus safe.

Theme Three: Suggestions for improving campus safety.

##### **Quote:**

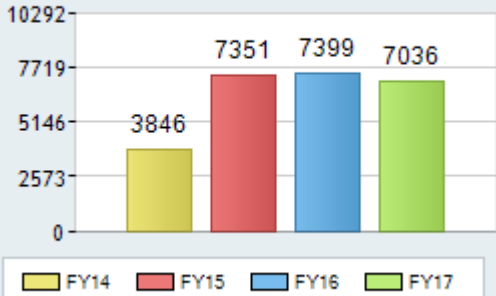
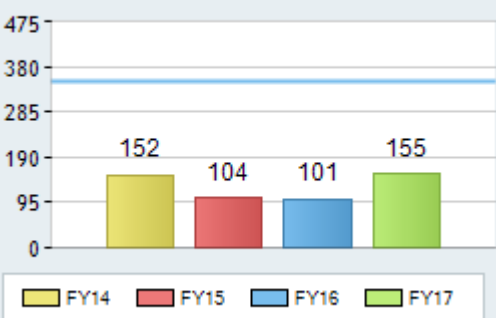
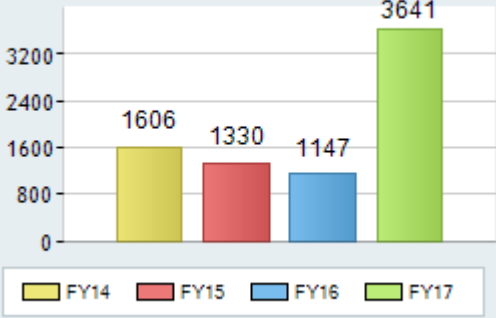
Theme One: "I have little to worry about with campus safety, the College does a lot to make it a safe place." and "I think it was good to make us do the online program [Think About It] and helps students be prepared."

Theme Two: "Campus safety patrol makes frequent rounds on campus," "EagleCHECK and other programs on campus help to keep us informed," "Resident Assistants do rounds in halls for safety," "College sends warning emails that students need to be aware of," and "There are blue-light phones all over campus."

Theme Three: "There should be cameras on campus and not just in LAB," "Eagle Run stops at 1 am and the bars close later, I had to walk 3 miles back home late at night," "Locals know when students are on break and break into their apartments off campus," "Safe Rides don't start until 8 pm and they usually make you wait and doesn't pick up in order of calls" and "Need another car for Safe Rides."

### SECTION THREE: UNIT KEY PERFORMANCE INDICATORS

Using charts from Baseline, display and analyze your key performance indicators

Key Performance Indicators and Benchmarks	Analysis										
<p><b>Safe Ride passengers</b></p>  <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Safe Ride passengers</th> </tr> </thead> <tbody> <tr> <td>FY14</td> <td>3,846</td> </tr> <tr> <td>FY15</td> <td>7,351</td> </tr> <tr> <td>FY16</td> <td>7,399</td> </tr> <tr> <td>FY17</td> <td>7,036</td> </tr> </tbody> </table>	Fiscal Year	Safe Ride passengers	FY14	3,846	FY15	7,351	FY16	7,399	FY17	7,036	<p>The Campus Safety Escort Service, or “Safe Ride,” continued to be a valuable service that many members of the community used. The “Safe Ride” figures continue to hold around 7000 users per year. The service is marketed by University Police and reinforced by Residential Life, Campus Recreation, and Prevention Outreach as an option for transportation on campus during the hours of darkness.</p>
Fiscal Year	Safe Ride passengers										
FY14	3,846										
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FY16	7,399										
FY17	7,036										
<p><b>Community Policing Hours Expended</b></p>  <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Community Policing Hours Expended</th> </tr> </thead> <tbody> <tr> <td>FY14</td> <td>152</td> </tr> <tr> <td>FY15</td> <td>104</td> </tr> <tr> <td>FY16</td> <td>101</td> </tr> <tr> <td>FY17</td> <td>155</td> </tr> </tbody> </table>	Fiscal Year	Community Policing Hours Expended	FY14	152	FY15	104	FY16	101	FY17	155	<p>The number of dedicated Community Policing programming hours increased slightly due to a couple of personnel vacancies, which have been filled. With the length of patrol shifts (from 8 hours to 12 hours) three years ago there was an unintended consequence of the decrease in off-duty hours spent on Community Policing. University Police Command Staff have reinforced the importance of on-duty attention to this priority in support of our Service + Enforcement + Education philosophy of service to the campus community. Shift supervisors have assisted with increasing the number of hours expended by each sworn member.</p>
Fiscal Year	Community Policing Hours Expended										
FY14	152										
FY15	104										
FY16	101										
FY17	155										
<p><b>Persons Contacted</b></p>  <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Persons Contacted</th> </tr> </thead> <tbody> <tr> <td>FY14</td> <td>1,606</td> </tr> <tr> <td>FY15</td> <td>1,330</td> </tr> <tr> <td>FY16</td> <td>1,147</td> </tr> <tr> <td>FY17</td> <td>3,641</td> </tr> </tbody> </table>	Fiscal Year	Persons Contacted	FY14	1,606	FY15	1,330	FY16	1,147	FY17	3,641	<p>With the aforementioned increase in Community Policing hours, coupled with better promoting of programs, there was a major increase in the number of persons contacted during formal programming. Persons (resident students, staff, faculty) contacted by University Police personnel on routine foot patrol are not counted, and these routine contacts occur daily in the residence halls, the service buildings and the academic/athletic facilities.</p>
Fiscal Year	Persons Contacted										
FY14	1,606										
FY15	1,330										
FY16	1,147										
FY17	3,641										

#### **SECTION FOUR: 2016-2017 POINTS OF PRIDE AND ACCOMPLISHMENTS**

Identify up to 10 points of pride and accomplishments throughout the 2016-2017 year. Where applicable, indicate how the accomplishment aligns with college mission and priorities.

<b>Point of Pride/Accomplishment</b>	<b>College Mission and Priorities Alignment</b>
Officer Fintak and Officer Johnson completed R.A.D. instructor training. Held first R.A.D. class on campus	To be a Great College at Which to Learn
All officers' increased Community Policing programs and individuals contacted.	To be a College Engaged with its Community
University Police successfully staffed the BSG Spring Concert. No significant issues occurred.	To be a Great College at Which to Learn
Replaced Campus Safety Escort Vehicle ("Safe Ride") with new Ford Escape	To be a College Engaged with its Community
Off. Johnson and Off. Fintak and Lt. Dermody were nominated by RL/LC staff as "Collaborator of the Year" for their Community Policing efforts	To be a College Engaged with its Community
University Police personnel assisted with the New York State Special Olympics on campus.	To be a College Engaged with its Community
Officer Ryan Kelly appointed, a Brockport Alum, graduated among top of police academy.	To be a College Engaged with its Community
Officer Fintak hosted Fair & Impartial Training as lead instructor for MCC Safety Officers.	To be a College Engaged with its Community
Officer Barnes completed Firearms and Field Training Officer instructor programs, certified all department members in use of newly acquired patrol rifles.	To be a Great College at Which to Work
Lieutenants Armitage and Price completed 40 hours Progressive Leadership & Police Management training.	To be a Sustainable Institution for the 21st Century
Officer Barnes nominated for New York State University Police Lifesaving award, after administering Narcan off-campus while assisting other agencies at an accident scene.	To be a College Engaged with its Community



### **SECTION FIVE: 2017-2018 UNIT STRATEGIC GOALS**

For the purpose of EMSA's work, *Strategic Goals* will be defined as the 2-4 goals that are determined for your unit to advance the strategic direction as defined by the College and supported through the Division's goals.

<b>Strategic Goals</b>	<b>Divisional Goal Mapping</b>	<b>College Goal Mapping</b>	<b>Strategic Plan Operational Objective(s)*</b>	<b>Action Plan</b>	<b>Timeline</b>
<b>UP1:</b> Continue to make progress towards DCJS Accreditation by reaching at least 50% completion by the end of Spring 2018.	2, 4, 5	4	4.1,4.8	Identify, develop, and distribute 55 general orders and procedures relevant towards accreditation.	May 2018
<b>UP2:</b> Increase number of Community Policing hours, and maintain high community contact.	2, 3, 6	1	1.1	Collaborate with Residential Life, EOP, Athletics, and student organizations to increase programming related to safety and quality of life issues.	May 2018
<b>UP3:</b> Actively recruit/promote 2018 UPD dispatcher test on campus.	1, 6	1,4	1.8,4.2	Promote and recruit candidates on campus to participate in UPD dispatcher exam in an effort to promote diversity within the department.	May 2018
<b>UP4:</b> Establish an internship with University Police for one student from the Criminal Justice Program.	1.1	1	1.1	Collaborate with CRJ Chair, Ann Bunch on selection of internship	May 2018

***\*THIS WILL BE A NUMBER(S) FROM THE COLLEGE'S OPERATIONAL DOCUMENT***

## **SECTION SIX: 2017-2018 Assessment Plan**

Identify 1-2 Functional Goals and 1-2 Strategic Goals and determine your proposed component and plan for assessing. This section corresponds with the Administrative Assessment Documentation Document 2.

**Unit Annual Goal:** For the purpose of EMSA's work, *Unit Annual Goal* will be each of the 2-4 *Functional* and *Strategic* Goals identified for unit focus and assessment in the current AY cycle. You are NOT expected to assess ALL Functional and Strategic Goals each year.

**UP1:** Continue to make progress towards State Accreditation by reaching at least 50% completion by the end of Spring 2018.

<b>Outcomes and Criteria:</b> identify 2-3 specific outcomes related to goal and criteria for success (3)	<b>Data Sources and Methods:</b> resources and tools that will be used to assess (1, 2)	<b>Resources Needed and Individual(s) Responsible:</b> describe what resources (human, financial, etc.) are needed to pursue this goal
Increase number of general orders and procedures in line with accreditation standards.  Complete 50% of accreditation process to remain on track for 2019 deadline.	<ul style="list-style-type: none"><li>- Policies obtained from other SUNY Police departments</li><li>- Standard &amp; Compliance Manual</li><li>- NYS Accreditation Program Implementation Guide.</li></ul>	Time warranted while on scheduled duty with minimal overtime supplemented as necessary.

### **Action Plan:**

Issue General Orders in weekly to bi-weekly schedule that cover mandated standards per NYS Accreditation. Supervisors will be required to issue and document receipt of all orders. Supervisors will maintain copies of all records relevant to issued orders as examples of compliance.

**Goal Rationale:** The NYS Accreditation Program will strengthen the foundation of our professional law enforcement agency. Officers often must react in emergency situations and make split-second decisions that can ultimately affect all stakeholders. Current and well-written policies ensure that all members of the department are familiar with those policies and will know how to handle each situation and that their performance is consistent both individually and as a group.

### **SECTION SIX: 2017-2018 Assessment Plan**

Identify 1-2 Functional Goals and 1-2 Strategic Goals and determine your proposed component and plan for assessing. This section corresponds with the Administrative Assessment Documentation Document 2.

**Unit Annual Goal:** For the purpose of EMSA's work, *Unit Annual Goal* will be each of the 2-4 *Functional* and *Strategic* Goals identified for unit focus and assessment in the current AY cycle. You are NOT expected to assess ALL Functional and Strategic Goals each year.

**UP2:** Increase number of Community Policing hours and maintain high community contact.

<b>Outcomes and Criteria:</b> identify 2-3 specific outcomes related to goal and criteria for success (3)	<b>Data Sources and Methods:</b> resources and tools that will be used to assess (1, 2)	<b>Resources Needed and Individual(s) Responsible:</b> describe what resources (human, financial, etc.) are needed to pursue this goal
Increase number of dedicated hours on programming by 25%.	Completed officer summary reports, feedback from Resident Director semester survey.	Time warranted while on scheduled duty with minimal overtime supplemented as necessary.

#### **Action Plan:**

Patrol officers and supervisors submit written reports on Community Policing programming and summaries will be reviewed on a monthly basis. Supervisors will be required to submit monthly data to the Chief of Police on Community Policing activity. Supervisors will direct programming as necessary based on consultation with Residential Life staff.

**Goal Rationale:** The Community Policing program remains a valuable tool to engage students to strengthen community relations, while providing educational opportunities outside of the classroom. Effective programming will provide personal safety and crime prevention strategies and promote departmental interaction with other areas of campus.

### **SECTION SIX: 2017-2018 Assessment Plan**

Identify 1-2 Functional Goals and 1-2 Strategic Goals and determine your proposed component and plan for assessing. This section corresponds with the Administrative Assessment Documentation Document 2.

**Unit Annual Goal:** For the purpose of EMSA's work, *Unit Annual Goal* will be each of the 2-4 *Functional* and *Strategic* Goals identified for unit focus and assessment in the current AY cycle. You are NOT expected to assess ALL Functional and Strategic Goals each year.

**UP3:** Examine best practices regarding University Police Staffing levels to support ongoing departmental success.

<b>Outcomes and Criteria:</b> identify 2-3 specific outcomes related to goal and criteria for success (3)	<b>Data Sources and Methods:</b> resources and tools that will be used to assess (1, 2)	<b>Resources Needed and Individual(s) Responsible:</b> describe what resources (human, financial, etc.) are needed to pursue this goal
<ul style="list-style-type: none"><li>- Align staffing to comparable SUNY police departments.</li><li>- Review US Department of Justice recommendations on campus safety staffing</li><li>- Examine financial impact of increased staffing.</li></ul>	<p>Survey of SUNY Police departments of comparable size.</p> <p>Review by VP of EMSA and Cabinet of any increase recommendations.</p>	Consultation with Human Resources and the Division of Administration and Finance.

#### **Action Plan:**

Examine best practices and comparable SUNY Police staffing to existing call volume and need for service at Brockport. Complete the review and submit a proposal by Fall 2017 to ensure increased staffing by summer 2018.

**Goal Rationale:** With the ongoing growth of the physical campus over the last ten years, coupled with the increasing scheduled events by outside groups being held on campus, it is essential to increase University Police presence on campus. As a cost saving measure, increased staffing may be accomplished by filling existing lines and using seasonal (10-month) dispatcher positions.