

Annual Assessment Report

EXECUTIVE SUMMARY

Unit name: Public Safety

Assessment year: 2021-22

The unit's mission

The LaGuardia Community College Public Safety Department provides a safe, secure, and comfortable environment that is conducive to learning and contributes to the core values of the College. Our staff embrace diversity, respect all constituents, and treat each individual with professionalism while maintaining the rules and guidelines.

Assessment results by goal and objectives

Goal 1: Improve campus awareness and preparedness to maintain a safe campus.

Supporting Strategic Plan Goals:

- 1 - Build Student Access and Success
- 4 -Build Inclusive Community to Achieve the College Mission

Objective/Outcome 1.1

Provide outreach and training to improve awareness on campus.

- **Measures**
Percentage of calls/complaints efficiently routed to the correct departments.
- **Overview of findings, recommendations and next steps**

Results

95% of incidents and/or calls reported to Public Safety were rerouted to appropriate College Departments for resolution, e.g., Building and Grounds, Student Affairs, Housekeeping, Environmental Health & Safety, Human Resources, Title 9, etc. The remaining 5% were kept on file for informational purposes.

Recommendations and Next Steps

Public Safety followed up all incidents to ensure their resolution. Since incident resolution can take months depending on the type of incident, Public Safety kept some cases open for long periods of time until they were resolved.

The largest single category of incidents was medically related (29%), including EMS. But externally routed (NYPD EMS, FDNY, etc.) and internally routed (LaGuardia departments) incidents representing a broad range of categories were roughly equal.

Public Safety will continue to route 100% of incidents to correct departments or to outside resources, i.e., NYPD, FDNY, etc.

Public Safety will identify preventative measures to deter and reduce the number of incidents. To identify where preventive measures can initially be applied, Public Safety will begin by revisiting incidents routed to College Resources with the highest number routed:

- Building & Grounds: 10.1%
- Student Affairs: 9.1%
- Housekeeping: 5.5%

Objective/Outcome 1.2

Complete preparedness exercises.

- **Measures**
Number of annual incident reports.
- **Overview of findings, recommendations and next steps**

Results

Limited campus occupancy due to the pandemic resulted in a consequential reduction in incident reports in 2020 and 2021. However, due to the return to campus in 2022, there was a significant increase in incident reports as compared to 2020 and 2021.

Recommendations and Next Steps

From a Public Safety standpoint, the campus was secure. Although incidents increased in 2022 due to the increase in campus occupancy, 2022 data should not be compared to other years with any significance attached due to the extreme changes caused by the pandemic.

Given the large number of externally routed incidents that can occur beyond Public Safety's control, i.e., medically related incidents, NYPD driven, etc., and the large swing in numbers dependent on the return to campus, remote work agreements, etc., Public Safety will move its focus away from decreasing the number of total annual complaints as an assessment measure. Other options will be considered, e.g., preventive measures applied, decrease in incidents routed to specific internal departments, etc. 2023 data will serve as the benchmark for the number of annual incident reports moving forward.

Goal 2: Increase the use of the state-of-the-art technology and improve campus design features to ensure a safe campus environment.

Supporting Strategic Plan Goals:

- 1 - Build Student Access and Success
- 4 - Build Inclusive Community to Achieve the College Mission

Objective/Outcome 2.1

Increase use of cameras, video storage.

- **Measures**
Security video storage capacity
- **Overview of findings, recommendations and next steps**

Results

Successfully increased video storage capacity from minimum target of 30 days to over 90 days.

Recommendations and Next Steps

Continue to enhance Public Safety's ability to look back and resolve crimes and other serious incidents by increasing video storage capacity.

Objective/Outcome 2.2

Assess remote areas of College and increase number of cameras by 4% each year (baseline 2019-20: 450 cameras on campus).

- **Measures**

2.2. Number of cameras

- **Overview of findings, recommendations and next steps**

Results

Successfully increased number of cameras from 450 to 525 - an increase of 16.67%.

Recommendations and Next Steps

Continue to monitor vulnerable areas and add cameras as necessary to increase video storage capacity.

Overall Summary

Goal 1: Improve campus awareness and preparedness to maintain a safe campus.

Public Safety continued to focus on maintaining a safe and secure campus to help support building student access and success, and an inclusive community.

With an increase in the number of faculty, staff and students coming to campus, Public Safety assigned greater priority to ensuring incidents were efficiently routed to the correct internal and external departments. The campus was secure although incidents increased in 2022 due to the increase in campus occupancy as compared to preceding years which were affected by the pandemic. Public Safety will continue to route 100% of incidents to correct departments or to outside resources.

Given the large number of externally routed incidents that can occur beyond Public Safety's control, i.e., medically related incidents, NYPD driven, etc., and the large swing in numbers dependent on the return to campus, remote work agreements, etc., Public Safety will move its focus away from decreasing the number of total annual complaints as an assessment measure. Other options will be considered, e.g., preventive measures applied, decrease in incidents routed to specific internal departments, etc. 2023 data will serve as the benchmark for the number of annual incident reports moving forward.

Public safety will also work to identify preventative measures to deter and reduce number of incidents. To identify where preventive measures can initially be applied, Public Safety will begin by revisiting incidents routed to College Resources with highest number routed: Building & Grounds: 10.1%; Student Affairs: 9.1%; Housekeeping: 5.5%.

Goal 2: Increase the use of the state-of-the-art technology and improve campus design features to ensure a safe campus environment.

To help ensure a safe campus environment, Public Safety successfully increased video storage capacity from minimum of 30 days to over 90 days and increased the number of cameras from 450 to 525 - an increase of 16.67%.

Public Safety will continue to expand its ability to review past incidents in order to resolve crimes and other serious incidents by continuing to monitor vulnerable areas and adding cameras as necessary to increase video storage capacity.