

Annual Assessment Report

Executive Summary

As the final step of the AES assessment process, each AES unit is required to submit an Executive Summary. The Executive Summary is a short document which provides an overview of the Unit, and the overall assessment process, highlights key findings and provides recommendation and next steps.

Unit name: Public Safety

Assessment year: 2023-24

Unit 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, respects all constituents, and treats 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

Objectives	Method and Measure
1.1) Provide outreach and training to improve awareness on campus.	1.1) % calls/ complaints are efficiently routed to the correct departments
1.2) Complete preparedness exercises.	1.2) Reduce percentage of incidents routed to specific internal departments.

Overview of findings, analysis, recommendations and future initiatives

Objective 1.1

Results

- 100% of the calls were efficiently routed.
- 76.6% 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, Title IX Coordinator, etc.
- The remaining 23.7% were resolved by Public Safety, routed to external resources, e.g., Hospitals, NYPD, etc., or kept open pending additional investigation, or kept on file for informational purposes, or for risk assessment if needed.

Analysis

- Public Safety followed up all incidents to ensure their resolution. Since incident resolution can take months depending on type of incident, Public Safety kept some cases open for long periods of time.
- Largest single category of incidents was medically related (33.3%). NYPD rerouted and internal LaGuardia departments (representing a broad range of categories with at least 20 incidents rerouted) totaled 63.6% of all incidents rerouted.

Recommendations and future initiatives

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

Objective 1.2

Results

- Public Safety continued to identify preventative measures to deter and reduce number of incidents routed to internal departments.
- Although the number of students on campus increased substantially resulting in an increase in the percentage of incidents routed to Student Affairs/SJO (35.5%) and to the Title IX Coordinator (11.8%), there was an overall 12% decrease in the number of incidents routed to internal departments (88.6% to 76.6%) exceeding the target of 2% reduction for specific departments.
- In addition, there was a 22.6% reduction (81 incidents) in the number of incidents routed to internal resources.

Analysis

- From a Public Safety standpoint, the campus was secure.
- Despite the increase in the number of students, incidents reported during the 12 month period of 7/1/23 to 6/30/24 compared to the same period during 2022 to 2023 actually decreased slightly by 2.4% (16 incidents).

Recommendations and future initiatives

- Public Safety will continue to identify preventative measures to deter and reduce number of incidents with highest numbers routed, i.e., SA/SJO, Title IX Coordinator, etc.
- A further evaluation to keep, modify or replace this measure will be made during the upcoming 2024-25 PUR.

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

Objectives	Method and Measure
2.1) Increase use of cameras as necessary, assess remote areas of college.	2.1) % of cameras reallocated for high-risk areas.

Overview of findings, analysis, recommendations and future initiatives

Results

- 2.1) Four cameras (0.72% of all cameras) were reallocated to the 5th floor of the C Building (new construction, high risk area).

Analysis

- 2.1) Successfully reallocated 0.72% (four) of all 554 cameras to high risk areas. This percentage will serve as the benchmark to address high risk areas in the future.

Recommendations and future initiatives

- Public Safety will continue to monitor vulnerable areas and reallocate/adjust cameras as necessary.
- A further evaluation to keep, modify or replace this measure will be made during the upcoming 2024-25 PUR.

Overall summary

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

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

As a result of the continuing increase in the number of students, faculty, staff and visitors on campus, Public Safety continued to assign greater priority to ensuring incidents were efficiently routed to the correct internal and external departments.

100% of the calls were efficiently routed. 76.6% 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, Title IX Coordinator, etc. The remaining 23.7% were resolved by Public Safety, routed to external resources, e.g., Hospitals, NYPD, etc., or kept open pending additional investigation, kept on file for informational purposes, and for risk assessment if needed.

Public Safety followed up all incidents to ensure their resolution. Since incident resolution can take months depending on type of incident, Public Safety kept some cases open for long periods of time. Largest single category of incidents was medically related (33.3%). Incidents rerouted to NYPD and internal LaGuardia departments (representing a broad range of categories with at least 20 incidents rerouted) totaled 63.6% of all incidents rerouted.

Public Safety continued to identify preventative measures to deter and reduce number of incidents routed to internal departments. Although the number of students on campus increased substantially resulting in an increase in the percentage of incidents routed to Student Affairs/SJO (35.5%) and to the Title IX Coordinator (11.8%), there was an overall 12% decrease in the number of incidents routed to internal departments (88.6% to 76.6%) exceeding the target of 2% reduction for specific departments.

In addition, there was a 22.6% reduction (81 incidents) in the number of incidents routed to internal resources.

From a Public Safety standpoint, the campus was secure.

Despite the increase in the number of students, incidents reported during the 12 month period of 7/1/23 to 6/30/24 compared to the same period during 2022 to 2023 actually decreased slightly by 2.4% (16 incidents).

Moving forward,

- Public Safety will continue to route 100% of incidents to correct departments or to outside resources, i.e., hospitals, NYPD, etc.
- Public Safety will continue to identify preventative measures to deter and reduce number of incidents with highest numbers routed, i.e., SA/SJO, Title IX Coordinator, etc.
- A further evaluation to keep, modify or replace this goal and these measures will be made during the upcoming 2024-25 PUR.

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 reallocated four cameras (0.72% of all cameras) to the 5th floor of the C Building, currently a high risk area as it is undergoing new construction.

This percentage will serve as the benchmark to address high risk areas in the future.

Cameras will continue to be adjusted as necessary to monitor more vulnerable areas.

Moving forward,

- Public Safety will continue to monitor vulnerable areas and reallocate/adjust cameras as necessary.
- A further evaluation to keep, modify or replace this goal and measure will be made during the upcoming 2024-25 PUR.