

Community Safety: Campus Progress Report

For activities between January 1, 2023, to June 30, 2023.

As of July 26, 2023

CAMPUS NAME: UC IRVINE

PROGRESS AND UPDATES

Provide updates on progress and continuous improvement efforts.

Guideline 1 — Community and Service-Driven Safety

All members of the UC community should feel valued, welcomed and free from any threat of physical, psychological or emotional harm. Our campus safety system must reflect the needs and values of a diverse campus community including those vulnerable to harm. Specific strategies and tactics in the campus plans will be shaped by a process that includes broad representation of the campus population and is sensitive to the needs of historically marginalized communities.

The campus safety system will provide high-quality service in a courteous and accessible manner that allows our community to feel safe and respected in every interaction. Interactions will be held to a high standard of respect and fairness and will be monitored. Hiring procedures and guidelines for campus safety personnel will involve participation of a broad representation of campus community groups including students, faculty and staff. This begins a continuous process of evaluation and improvement. Campuses will continually engage their communities and strengthen campus safety practices.

Action 1-1: Organized events

Please list all organized events, during the reporting period, relating to community engagement associated to actions in Guideline 1.

1-1 Organized events: Implementation detail / description of actions taken

The UCI Police Department (UCIPD) has proactively expanded community engagement, embracing diverse aspects of ongoing initiatives while consistently seeking fresh ideas. UCIPD presented, facilitated, and partnered on approximately 30 community engagement projects from January 2023 through July 2023.

Some of the community events included: Department of Continuing Education, International Student Orientation on general safety; Mesa Court Tailgating pop-up tent on safety; Police and Change Speaking Engagement for Criminal, Law and Society course; Station Tours for several community groups; UCI CARE panel participation regarding reporting options for survivors; several events promoting "[Garage 529](#)" for bike registration to combat bike thefts on campus; Communities Stopping Hate breakfast at Shir

Ha-Ma'a lot; meeting with deans to help them educate their students on scam prevention; "Take Back the Night;" and the Special Olympic Torch Run.

UCIPD participates in anti-hazing as well as drug and alcohol prevention education with student organizations, resident halls, and Greek houses. UCIPD also participated in several meet and greets with resident life coordinators.

A Community Police Academy was held in spring, providing a behind-the-scenes view of UCIPD operations to UC Irvine's community. The team participated in search committees and interview panels for the selection of key partners in the UC Irvine community including the associate dean of students open presentation. UCIPD remains committed to enhancing community safety by offering comprehensive active shooter training to the wider public through both in-person and virtual formats. Since January 2023, the department has successfully conducted 15 active shooter classes for the UCI community, with an impressive total attendance of 644 community members.

Increased usage of social media facilitates the sharing of announcements, like the new K-9 introduction and bike registration encouragement. Crime prevention videos, such as the [AirTag Personal Safety](#) video, have also been made. A safety video for new community members was created to be presented at student/parent orientation ([SPOP](#)).

On February 21, 2023, the UCI Public Safety Advisory Committee (PSAC) hosted a [Community Safety Roundtable](#) on campus public safety and the future of policing. UCIPD leadership attended to listen to the students' discussion of their concerns and vision for the future of public safety on the UCI campus. PSAC wrote a follow up report that can be found [here](#).

Additional information regarding UCIPD's community engagement efforts can be found [here](#).

Action 1-2: Lessons learned

Provide lessons learned from past community engagement activities and describe how they informed (or will inform) future community engagement.

Lessons learned (Action 1-2): Implementation detail / description of actions taken

Providing a broader range of options (e.g., virtual and in-person formats) to engage the community was more successful at reaching a larger and diverse audience of students, faculty, and staff. By listening to community group concerns regarding UCIPD's uniforms, adjustments were made to adopt a softer look for specific events, trainings, and activities. Instead of written crime prevention information, videos and social media channels were used more frequently to promote preventative tips. Social media is also used more frequently to share fun events happening with UCIPD.

Action 1-3: Future events

Please list future events, planned between July and December 2023, relating to community engagement associated with actions in Guideline 1.

Future events (Action 1-3): Implementation detail / description of actions taken

Scheduled events through December 2023 include:

- **University Hills BBQ:** UCIPD will provide burgers and hot dogs to residents of the University Hills Community.
- **National Night Out/UCIPD Open House:** UCIPD will provide hot dogs, refreshments, and an opportunity for the community to interact with personnel and tour the station.
- **Community Police Academy:** Six-week academy where UCI community members will be able to receive a better understanding of UCIPD operations and their role in campus safety.
- **Spooktacular:** Halloween-themed event where UCIPD will participate in judging a costume contest and decorating emergency vehicles while passing out candy.
- **Helping Hands:** Fundraising effort to provide families in the UCI community with gift cards, groceries, and other basic needs for the holiday season.
- **Toy Drive:** UCIPD will collect donations in the form of stuffed animals and/or toys to donate to children at the UCI Medical Center and other UCI Health facilities.

Action 1-4: Community input

Describe how community input from periodically administrated surveys (Action 1.6) and from the real-time feedback platforms (Action 1.7) are informing decisions about community safety?

Community input (Action 1-4) Implementation detail / description of actions taken

UCIPD has been using SPIDR Tech since September 2021. SPIDR Tech is an automated customer service platform for public safety. When UCIPD is contacted through 9-1-1 or its non-emergency dispatch center, a message will acknowledge the call for service and advise if officers may be delayed. When reports are assigned to an investigator, crime victims will be updated on their case. Callers are kept advised of important facts, such as report numbers, resources, and contact information. A QR code is also provided at the campus and medical center's police stations in addition to business cards that officers use to hand out to contacts in the field. UCIPD's [website](#) also has a link to a [satisfaction survey](#) if someone is looking to provide feedback.

Copies of all responses go directly to the UCIPD leadership team who will review and do the following:

1. Reviews calls and/or body-worn camera footage for reports of dissatisfied customers or services.
 - a. Possible actions resulting from a dissatisfied customer could include addressing it as a training issue or providing counseling for the employee. If there is serious misconduct, a complaint might be generated through our complaint process.
2. For very satisfied customers or very positive responses, accolades are forwarded to the officer/employee and their supervisor for inclusion in their records.

Within two business days of receiving the survey response, customers are contacted when they provide negative feedback and, when possible, very positive feedback by expressing gratitude for their **valuable response** or address their comments appropriately.

These responses help identify training needs and possible changes to the way UCIPD responds to the community—this helps gauge if practices and procedures match community needs.

Action 1:5: Training dates

Please provide dates, during the reporting period, which sworn and non-sworn personnel have received or will receive high quality and regulatory training as described in the plan (Action 1.4 and 1.11).

Training dates (Action 1-5): Implementation detail / description of actions taken

UCIPD is compliant with all POST training requirements and are currently in the 2023-2024 POST training cycle. A list of [additional training and training related to the Community Safety Plan](#) are listed on the website.

Action 1-6: Additional information

Is there anything else you would like to report progress on related to Guideline 1?

Additional information (Action 1-6): Implementation detail / description of actions taken

N/A

Guideline 2 — Holistic, Inclusive and Tiered Response Services

To ensure the safety of the UC community, a tiered response model will match a call for service with the appropriate type of response and responder(s). This holistic approach will include mental health, wellness, basic needs, bias/hate response, law enforcement, emergency response and other services through interdepartmental partnerships and cross-training. Multidisciplinary crisis teams will be available 24/7 and triage behavioral health crises, conduct wellness checks, and safely connect individuals to coordinated care, including health and social support resources. Non-sworn security personnel will more visibly render services such as residence hall foot patrols, providing safe shuttles/walks for students, staffing events requiring additional security, and diffusing unsafe behavior.

The University will prioritize deterrence and violent crime prevention over the enforcement of non-violent minor offenses, such as non-hazardous traffic violations. The University will reinforce existing guidelines that minimize police presence at protests, follow de-escalation methods in the event of violence and seek non-urgent mutual aid first from UC campuses before calling outside law enforcement agencies.

Action 2-1: Public safety tiers

Please provide names of units/teams that carry out the functions of the four tiers of public safety providers.

Public safety tiers (Action 2-1): Implementation detail / description of actions taken

- **Tier 1: Police Officers**
- **Tier 2: Public Safety Responders Full-time Employees**

The Public Safety Responder (PSR, formerly Public Safety Officer) is a critical role that provides unarmed high visibility security presence in designated UCI Health locations, including the emergency department, metal detection post, and psychiatric care units. They are full-time civilian employees of UCIPD who wear a polo-style uniform clearly displaying “Public Safety” and only carry a Taser (no firearm). The PSRs are also one component of the tiered public safety response to code gray emergency alarms that support hospital medical staff and patient safety by responding to physically aggressive patients. PSRs protect and guard university property, support community safety, monitor and control entry to restricted areas, and inspect areas to help prevent accidents and other hazards. PSRs receive additional training by completing First Aid/CPR/AED certification, UC Managing Implicit Bias Series, Taser certification, Crisis Prevention Institute (CPI) de-escalation certification, Defensive Tactics, Six Sigma White Belt certification, California Commission on Peace Officer Standards and Training (POST) 832 PC certification.

- **Tier 3: Public Safety Ambassadors Full-time Employees**

The Public Safety Ambassador’s (PSA) mission is critical to provide security and safety services to UCI Health at various posts throughout the hospital. PSAs are full-time unarmed civilian employees of UCIPD who provide a tiered public safety response at the UCI Health Medical Center. PSAs wear a blazer-style uniform clearly displaying “Public Safety Ambassador.” Under the general supervision of a Public Safety Supervisor, PSAs provide a highly visible security presence in designated public entrances in order to protect and guard university property, support community safety, monitor and control entry to restricted areas, and inspect areas to help prevent accidents and other hazards. PSAs also monitor hospital security cameras, alarms, and access control.

- **Tier 4: Community Safety Ambassadors Part-Time Student Employees**

Community Safety Ambassadors (CSA) are non-sworn, unarmed, part-time student employees of UCIPD. CSAs provide extra “eyes and ears” in the community and play a key role in the holistic, tiered safety response on the UCI campus. The CSA program is the primary outlet for students interested in being involved in campus safety. Acting as a visible crime deterrent, CSAs can be actively patrolling or stationed in designated locations such as buildings, parking lots and libraries while simultaneously serving as ambassadors who can provide information, directions and assistance to community members and visitors. They provide evening safety escorts to the community, fulfill building locks requests, maintain blue light phones, and provide police front desk assistance to students, faculty, staff, and guests.

Action 2-2: FTE by tier

Please provide the FTE of personnel that carry out functions within each of the four of public safety providers.

FTE by tier (Action 2-2): Implementation detail / description of actions taken

Below are the budgeted numbers, along with the corresponding actuals for Jan. – June 2023 indicated in parentheses.

Tier 1: Police Officers

- Campus: 34 (31)
- Medical Center: 15 (14)

Tier 2: Public Safety Responders Full-time Employees

- Campus: 4 (2)
- Medical Center: 34 (29)

Tier 3: Public Safety Ambassadors Full-time Employees

- Medical Center: 23 (23)

Tier 4: Community Safety Ambassadors Part-Time Student Employees

- Campus: 30 (18)

Action 2-3: Service calls by tier

Please provide the total number of calls for service for each tier of public safety providers.

Service calls by tier (Action 2-3): Implementation detail / description of actions taken

Tier 1: Police Officers

- Campus: 3,342
- Medical Center: 823

Tier 2: Public Safety Responders

- Campus: 430

- Medical Center: 3,557

Tier 3: Public Safety Ambassadors

- Medical Center: 1,179

Tier 4: Community Safety Ambassadors

- Campus: 549

Action 2-4: Budget for non-sworn tiers

Please provide the total campus budget for non-sworn tiered response providers (i.e., personnel in security, student services partners, and mental health and professionals).

Budget for non-sworn tiers (Action 2-4): Implementation detail / description of actions taken

Budget Jan 2023- June 2023			
CAMPUS	SALARIES	BENEFITS (49%)	TOTAL
Public Safety Responders (2)	\$52,758.00	\$25,851.42	\$78,609.42
Campus Safety Ambassadors (18)	\$141,914.00	\$ -	\$141,914.00

MEDICAL CENTER	SALARIES	BENEFITS (49%)	TOTAL
Public Safety Responders (29)	\$947,500.00	\$464,275.00	\$1,411,775.00
Public Safety Ambassadors (23)	\$520,064.00	\$254,831.36	\$774,895.36

Orange County Psychiatric Emergency and Response Team (PERT): No cost
 Be Well Orange County Mobile Response Team: \$1.1 million per year

Action 2-5: Hours of mental health responders

Are non-sworn mental health responders and providers available 24 hours, 7 days a week? If not, please provide the days or hours of service.

Hours of mental health responders (Action 2-5): Implementation detail / description of actions taken

No.

Orange County Psychiatric Emergency and Response Team (PERT):

Once a week (Thursdays) for eight hours, a PERT member is staffed at the UCI Campus. They work with UCIPD in response to mental health crises in the community. They provide immediate assistance to individuals suffering from a mental health crisis with campus and county resources. They also conduct follow-up with community members who continue to need assistance and resources.

Be Well OC (BWOC):

BWOC includes crises intervention mobile teams that will handle non-emergency calls due to mental illness, substance use, homelessness, and related health conditions. These crisis intervention workers specialize in the care and management of frequently co-occurring challenges related to the above situations.

A contract with Mind OC/Be Well OC (BWOC) is in place for crisis intervention workers to provide mental health response on campus 12 hours a day, 7 days a week. They do not offer 24-hour service; however, UCIPD will continue to evaluate and work towards that possibility. Police officers are dispatched for mental health calls when BWOC crisis intervention workers are not on campus. The hours of service for BWOC will be from 10 a.m. to 10 p.m.

BWOC will start responding to calls for service on campus in September 2023. The days/hours will vary until they can get full staffing for the seven days a week coverage.

Action 2-6: Restorative justice and/or neighborhood courts

Describe the utilization of restorative justice programs or neighborhood courts for the adjudication of nonviolent and low-level crimes. If your jurisdiction has limited the opportunities for this by formal partnerships, what alternatives are you exploring and implementing internally?

Restorative justice and/or neighborhood courts (Action 2-6): Implementation detail / description of actions taken

UCIPD currently works with the Office of Academic Integrity & Student Conduct (OAISC) on low-level crimes and policy violations for students. UCIPD also works closely with the Orange County District Attorney's Office on recommendations to their limited diversionary programs as needed.

UCIPD referred nine cases from January 2023 through June 2023 to OAISC to resolve non-criminally.

Action 2-7: Additional information

Is there anything else you would like to report progress on related to Guideline 2?

Additional information (Action 2-7): Implementation detail / description of actions taken

N/A

Guideline 3 — Transparency and Continuous Improvement through Data

A systemwide dashboard with campus-level detail will be created and regularly updated to inform and empower the UC community. Based on new systemwide reporting requirements and uniform standards for data collection, this information will be used to assess campus safety practices, generate recommendations for best practices and hold the institution accountable.

Action 3-1: Data reporting

Are you reporting all data described in the UC Community Safety Plan for publication on the Systemwide Data Dashboard. If not, please describe any challenges with data reporting.

Data reporting (Action 3-1): Implementation detail / description of actions taken

Yes.

Action 3-2: Data-informed decisions

Has campus safety data informed community safety decisions and continuous improvement? If so, describe how and provide examples.

Decisions informed by data (Action 3-2): Implementation detail / description of actions taken

UCIPD uses its data dashboard to look for trends in both criminal and officer activity. This data is used to drive training and needed resources.

Action 3-3: Data as a tool for improvement

How are you using the Systemwide Data Dashboards as an analytical and comparison tool for continuous improvement?

Data as a tool for improvement (Action 3-3): Implementation detail / description of actions taken

UCIPD has looked at the systemwide data dashboard to see how it compares to other campus police departments.

Action 3-4: Additional information

Is there anything else you would like to report progress on related to Guideline 3?

Additional information (Action 3-4): Implementation detail / description of actions taken

N/A

Guideline 4 — Accountability and Independent Oversight

Campus complaint processes are essential mechanisms for the community to report misconduct and ensure that officers are acting consistently with rules, policies, and the law. A standardized and robust complaint and investigation process will be implemented through police accountability boards.

The Office of President will designate a full-time position in service to the campuses to coordinate campus safety, ensure continuous improvement through best practices and monitor the implementation of the UC Community Safety Plan.

Two UC campuses are currently accredited by IACLEA, the International Association of Campus Law Enforcement Administrators. IACLEA is grounded in President Obama's Task Force on 21st Century Policing and continually evaluates and implements best practices for campus safety as part of its accreditation standards. The remaining eight UC campuses will seek this accreditation. Review and accreditation by independent third-party experts will ensure operational readiness, align policies and procedures with modern professional standards and best practices, promote a strong emphasis on the safety of the public and officers, offer additional community input opportunities, and provide an independent and ongoing audit and review function.

Action 4-1: Police Accountability Board status

Is your Police Accountability Board (PAB) or equivalent committee operational and have trainings been conducted (4.1b)? If not, when is the projected date to be established?

Police Accountability Board status (Action 4-1): Implementation detail / description of actions taken

PAB members have been appointed and confirmed. The Bylaws and Code of Conduct have been written and reviewed by administrative support. The current draft is on the website homepage and will be updated once members ratify it. A data dashboard and report page has been created on UCIPD's website and will be populated in the coming months. The website has been created and reviewed by administrative support staff. It is currently public and will soon be indexed through Google.

Action 4-2: Links to PAB information

Please provide any links to a member roster, by-laws, procedures, and PAB website.

Links to PAB information (Action 4-2): Implementation detail / description of actions taken

<https://sites.uci.edu/policeaccountabilityboard/>

Action 4-3: Certification status

Please describe your progress and status on IACLEA certification.

Certification status (Action 4-3): Implementation detail / description of actions taken

UCIPD's progress has remained steady as the 36-month accreditation timeline reaches its midpoint. The focus continues to address policies and apply standards for accreditation. Other IACLEA accredited agencies have helped by sharing their notes and files for cross comparison. Their files notes have served as a valuable benchmarking metric. As a result, it has highlighted deficiencies while simultaneously offering insights to correct them. Aiming to further leverage effectiveness, UCIPD recently initiated a practice assessment plan with surrounding accredited agencies provide guidance for UCIPD's assessment. Their feedback is critical as it helps identify specific areas for improvement while work continues on fulfilling the remaining standards for the official review which is on track to be completed by the community safety plan's due date.

Action 4-4: Additional information

Is there anything else you would like to report progress on related to Guideline 4?

Additional information (Action 4-4): Implementation detail / description of actions taken

N/A

Other updates

Please provide any other updates or comments associated with the implementation and continuous improvement of the UC Community Safety Plan.

N/A