

Community Safety: Campus Progress Report

As of January 19, 2023

GUIDANCE FOR COMPLETION

Please complete and submit by February 28, 2023.

You may also email it to the Systemwide Director of Community Safety, jody.stiger@ucop.edu

Given previous progress reports, which are saved and publicly available to the UC community on the UC Community Safety Plan website, this progress report seeks to build upon the achievement of all milestones found in the plan. The progress report aims to foster the continuous improvement of community safety at UC and provide public accountability and transparency towards the goals set forth in the UC Community Safety Plan. The information provided here will underpin the ongoing evaluation and improvement envisioned by the plan. Campuses are invited to provide updates and responses to each prompt within a framework established by the guidelines of the plan. The Office of Systemwide Community Safety invites campuses to provide detailed information, though feel free to convey what is helpful. If campuses have also encountered issues or challenges, please include those, along with plans to address them.

Final reports will be published on the public-facing UC community website.

CAMPUS NAME: UC RIVERSIDE

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

Please list all organized events, since July 2022, relating to community engagement associated to actions in Guideline 1.

Implementation detail / description of actions taken

Hiring committees for all positions within Campus Safety Services/Police Department, including Chief, Officer, Dispatcher, Dispatch Supervisor, and Campus Safety Responder have included faculty, staff, and student representation and input. UCRPD has partnered with its new divisional partners in creating and staffing a revamped threat assessment team, as well as continuing its participation in several teams chaired by Case Management and Counseling and Psychological Services. UCRPD has also engaged with student organizations through tabling events on campus, presentations to student councils, and events external to the campus where students have been in sponsorship roles.

Student engagement has occurred on an on-going basis as a result of department personnel reaching out to both on-campus and external organizations with affiliation to UCR and/or members of our community with close ties to the university. Additionally, UCRPD has been responsive and attentive to all on-campus and affiliated external requests for participation in various campus events, tabling activities, and teaching opportunities to further our outreach efforts with student organizations.

These efforts have been an integral part of the Crime Prevention Unit's duties since its inception over a decade ago; however, renewed efforts at expanding outreach in the manner and method favored by the Community Safety Plan began in earnest in the Spring of 2022 and have ramped up steadily since that time.

Action 1:2

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

Implementation detail / description of actions taken

Community needs often cross individual department boundaries and future engagement will need to be multi-dimensional in their approach to achieve the desired outcomes of creating success in building a better, safer community. UCRPD remains committed to adapting to the evolution of the community's desires and expectations on collaborative engagement.

In particular, communities have demonstrated a desire to interact with officers in non-uniformed attire. This is done mainly as an effort to lessen the emotional impact that a police uniform and equipment [that a patrol officer is required to carry] may have on a member of the community. UCRPD has also experienced an increase in requests from the community for officers to engage in informal discussions and contacts which have transitioned from traditional instruction and enforcement of safety principles to a more holistic presence and dialogue surrounding the campus, the community in general, and UCRPD's purpose and posture within that specific student group/population.

While we do see a continued stream of requests to instruct groups about basic safety concepts, these less-structured conversational opportunities have become a stage to showcase how UCRPD has enhanced engagement efforts with the community. Based on the success experienced through this model, UCRPD will continue to engage in this manner to make the most of these contacts as an opportunity to listen and to learn.

Action 1:3

Please list future events, planned until June 2023, relating to community engagement associated with actions in Guideline 1.

Implementation detail / description of actions taken

An event partnering Basic Needs and Police is planned for Spring quarter. SWIFT personnel are scheduled to begin limited operations in the Spring of 2023.

Action 1:4

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

Implementation detail / description of actions taken

A point of contact satisfaction survey was completed on January 26, 2023. Overall the feedback was very positive and reaffirmed that the current direction of efforts and focus is the appropriate direction and that resources and training should continue in a similar fashion.

SPIDRTech's feedback platform went live with the community on February 14, 2023, at 8:00 AM. At the time of this writing, the department has seen an overall response rate of approximately 16% of surveys sent. The aggregate survey satisfaction rating of the department is currently at 4.38 out of 5, and satisfaction ratings of officers and dispatchers have returned at 4.55 out of 5 and 4.51 out of 5, respectively.

Though a 16% response rate seems low, SPIDRTech assured us that UCRPD is on par with the same response rates seen across the industry, in both municipal and university police departments, and is within the expected range for the survey system.

Action 1:5

Please provide dates that 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).

Implementation detail / description of actions taken

06/2022, as well as ongoing certification by POST as meeting all training mandates regarding subjects similar to those in Action 1.4 and 1.11. Additional training is currently being planned for Summer 2023 for all sworn and non-sworn personnel.

Action 1:6

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

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-trainings. 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

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

Implementation detail / description of actions taken

1. Security and Public Safety Services: Campus Safety Responders
2. Student Safety Partners: Community Service Officers
3. Mental Health and Student Service Professionals:
SWIFT – Student, Well-being, Intervention & Follow-up Team
4. Sworn Peace Officers: Police Officers (and associated rank structures)

Action 2:2

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

Implementation detail / description of actions taken

1. Security and Public Safety Services: 4

2. Student Safety Partners: 15

3. Mental Health and Student Service Professionals: 7

- 2 Crisis Counselors
- 1 After-hours Mental Health Supervisor
- 1 Crisis Director
- 2 Well-being liaisons to manage the UCR Help line
- 1 Admin

4. Sworn Peace Officers – DOES NOT NEED TO BE REPORTED HERE, INFORMATION CURRENTLY REPORTED AND FOUND ON SYSTEMWIDE COMMUNITY SAFETY DATA DASHBOARDS.

Action 2:3

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

Implementation detail / description of actions taken

1. Security and Public Safety Services: Average of approximately 50 calls for service per officer, per month since they completed training and began field operations.

2. Student Safety Partners: Average of approximately 210 total calls for service/activity in December 2022.

3. Mental Health and Student Service Professionals: Have not yet begun field operations.

4. Sworn Peace Officers – DOES NOT NEED TO BE REPORTED HERE, INFORMATION CURRENTLY REPORTED AND FOUND ON SYSTEMWIDE COMMUNITY SAFETY DATA DASHBOARDS.

Action 2:4

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).

Implementation detail / description of actions taken

CSR budget: \$286,782.00

Action 2:5

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.

Implementation detail / description of actions taken

No, not at this time.

Action 2:6

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?

Implementation detail / description of actions taken

Program has received final approval from the Riverside County District Attorney & Provost. Currently scheduled to go live in the Spring of 2023.

Action 2:7

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

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

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.

Implementation detail / description of actions taken

Yes

Action 3:2

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

Implementation detail / description of actions taken

Yes. The data has reinforced the UCRPD guardianship approach to all community contacts. Community safety efforts have been emphasized over police enforcement action for all activity engaged in by police personnel. Non-sworn resources are utilized to the greatest extent possible when a sworn response is not necessary.

Action 3:3

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

Implementation detail / description of actions taken

The data is used as one piece of an overall, ongoing assessment of needs and realities faced by the campus as well as the effectiveness of department operations and alterations to those operations.

Action 3:4

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

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

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?

Implementation detail / description of actions taken

Yes. Upon receiving confirmation of membership from Faculty Senate and ASUCR, the Police Accountability Board is in place and officially operational as of 02/03/2023. The PAB is comprised of a broad representation of the full UC community, including historically marginalized communities. The Vice Chancellor of Diversity, Equity, and Inclusion, as the Convener of the PAB is in communication with the Systemwide Director of Community Safety for the arrangement of training in the methods used by the UC Davis PAB. Bimonthly closed session meetings and quarterly public meetings of the PAB are in the process of being scheduled by the Provost's Office.

Action 4:2

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

Implementation detail / description of actions taken

Charter Draft Content-

https://drive.google.com/drive/folders/1NXu3wKjzIOcYvH5yOuDe5dalxBJSOLrR?usp=share_link

Action 4:3

Please describe your progress and status on IACLEA certification.

Implementation detail / description of actions taken

The IACLEA Accreditation Coordinator has been hired and policy data systems are in the process of being implemented. UCRPD is currently in the process of hiring the staff position previously held by the department IACLEA Coordinator in order to allow that member to dedicate full commitment to the accreditation role and responsibilities.

Action 4:4

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

1.4 – UCR Police and Campus Safety personnel completed a full-day of training developed by UCR Vice Chancellor of Equity, Diversity and Inclusion – Mariam Lam (July 2022). Additional ongoing training sessions continues to be provided as new-tiered personnel are hired, and another full-day training is being planned for Summer 2023.

1.7 – A real-time community feedback survey is in effect, and provided to each community member to give feedback about their individual interaction with the officer(s). This survey is provided to community members on the back of the police officer’s business card during each interaction. Additionally, the UCR Police and Campus Safety department acquired and is implementing the following additional platforms to further enhance opportunities for the community to provide real-time feedback following safety personnel interactions with community members:

SPIDR TECH – (real-time community survey feedback software)

POWER DMS – (IACLEA software)

SHIELD (Field Training/Use of Force/Weapons Drawn software)