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 SANTA CRUZ

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.

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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

In alignment with action 1.1., UC Santa Cruz has continued the Campus Safety Community Advisory Board (CAB) that began in 2020 and charged two new co-chairs in Fall 2023. The CAB includes students, staff, and faculty, and provides paid opportunities for students to participate. The new membership of the CAB had its first meeting in November 2022 and meets monthly.

Meeting Dates:

November 30, 2022

January 11, 2023

February 15, 2023

Over the last year, UC Santa Cruz has worked to recruit a new Executive Director of the Department of Public Safety and Chief of Police. In alignment with Action 1.8, this search has included students, staff, and faculty and offered many engagement opportunities, including campus-wide forums to engage with candidates.

Meeting Dates:

Candidate #1

Student Forum- 2/7/23 10:00am to 10:45am Staff/Faculty- 2/7/23 3:00pm to 3:45pm

Candidate #2

Student Forum- 2/10/23 1:00pm to 1:45pm Staff/Faculty Forum- 2/10/23 3:30pm to 4:15pm

Candidate #3

Student Forum- 2/14/23 10:00am to 10:45am Staff/Faculty Forum- 2/14/23 3:30pm to 4:15pm

The PD is actively recruiting additional staff, faculty, and students to assist with our hiring and promotions of public safety staff.

The PD is continuing its efforts in collaborating with other campus community groups to enhance our ability to meet these guidelines and promote better working relationships.

UCSC Campus Police hosts three Community Police Academies during the year which provides students

with two course credits and is open to all students, faculty, and staff.

The Office of Emergency Management hosts a [virtual campus safety training](#) for faculty, staff, and students on the first Tuesday of every month.

Additional engagements:

- Cornucopia (student activity fair)

- Safety presentation for TAPS for safe ride program

- Participated with Campus Mobile Crisis Response Team committee meetings

- Assisted with Parking Enforcement transition meetings

- Assisted with SOAR Office for student-run events

- Provided a security assessment and safety walk-through for Global Engagement staff

- Assisted with safety presentations for student and parent orientation programs at the start of the Fall quarter

- Cops and Coffee events April and May

- PD participated in wellness and staff appreciation days

- PD is hosting a department meet and greet /safety event on May 30th

All of the events PD was a part of appeared to go very well and there were many positive community engagement interactions. The PD fully anticipates promoting more community engagement events as our staffing improves.

The PD eventually would like to have an additional officer position who's primary assignment is community engagement and outreach.

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

To address elevated night safety concerns across our campus community that were communicated during previous engagement activities, Risk and Safety Services implemented a program in partnership with Transportation and Parking Services that hires, trains, equips, and supervises student workers to

provide a free evening safety escort service to all students. The service began a pilot phase in Fall 2022 and is now operating seven days a week effective Winter 2023.

Our primary form of community engagement is the Campus Safety Community Advisory Board and the campus has implemented many recommendations from the board including transitioning parking enforcement from the Campus Police Department to Transportation and Parking, structuring the Campus Mobile Response Team to function without police accompaniment, and adjusting responses to campus protests. During the recent UAW strikes, the campus implemented our new protest response with excellent results, had no arrests and maintained a safe environment, even when student protesters overtook the main entrance of campus.

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

Campus Leadership in conjunction with several key student, faculty, and staff stakeholders intend to participate in a series of Campus Safety Walks. The walk is an evening event where all participants gain an opportunity to practically understand the experiences of students, staff, and faculty while proactively discussing areas for improvement and ideas for implementing a safer environment. The walks will specifically target areas with low lighting and/or highest concern as expressed by members of the campus community during engagement events.

Action 1:4

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?

Implementation detail / description of actions taken

The survey that the campus participated in through UC Berkeley asked less about actionable safety items and more about perception of and experience with police officers on campus. We did not have a representative sample participate in the survey and so have decided not to use an external organization for the survey moving forward to enhance participation. The results did align with the feedback we received from our engagement activities that students, particularly students of color and students who identify as gender non-conforming, advocated for less contact with police officers. This feedback has been utilized as described above in our unique implementation of a non-PD accompanied Campus Mobile Response Team.

We have received very positive feedback from the SpidrTech public survey program. Updated Ratings since implementation to April 30th 2023:

• Overall Service: 4.61/5 Courtesy: 4.68/5 Helpfulness: 4.64/5
• Timeliness of Response: 4.67/5

- 785 surveys sent and 702 reminders sent.
- 127 survey responses received
- Completion rate of 16%

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

The Office of Diversity, Equity and Inclusion provided a cultural sensitivity training for the Campus PD in fall 2022. The new safety tiers (especially the Campus Mobile Response Team and the Safe Rides) have received significant start-up training, primarily on job function.

De-escalation training for Campus PD was conducted May 2nd and 4th 2023

Action 1:6

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

Implementation detail / description of actions taken

Update on past guidelines:

1.4:

- Use of Force PSP investigations 8 hours Rick Wall April 22
- Beyond Bias and Racial Profiling update POST 4 hours Feb 22
- Positional Asphyxia POST 1 hour
- Implicit Bias and Racial Profiling 8 hours POST Oct 21

1.6: UC Santa Cruz is in compliance with 1.6 due to having administered the first safety survey in Spring 2021 and developed a plan for ongoing, periodic surveying. We had originally planned to conduct our second safety survey in Winter 2023, however, the campuswide survey for the Leading the Change, the UC Santa Cruz Strategic Plan, was administered in Winter 2023 and we were advised to wait for Spring 2023 to avoid survey fatigue and ensure wide participation.

1.7: In late fall 2022, UC Santa Cruz has fully implemented the SpidrTech Survey platform for customer-service reporting about police interactions. All community members are given the opportunity to complete a survey once they have been contacted or reported something to PD staff.

1.3 The Office of the Chancellor funded the Arts Council for Equity and Inclusion Digital Art Project on Policing and Campus Climate that has completed a course, developed a student advisory group and completed several arts projects to promote engagement with the history and future of policing and safety and to promote racial justice and accountability (link to interim report). This program was part of a

recommendation by the Campus Safety Community Advisory Board.

The Office of Risk and Safety Services has enhanced its mass communication system to tier safety notices based on the seriousness of the content. Utilizing the Everbridge App allows community members to receive push notifications and to be able to access emergency services from their phone, just like they would a "Blue Light" on campus.

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. Contract Security and Public Safety Services

Risk and Safety Services oversees the non-sworn contract security staff who support safety at our non-residential, westside research locations. Colleges, Housing and Educational Services (CHES) oversees the Campus Safety Program that primarily supports the residential campus with safety issues after business hours.

2. Student Safety Partners

Traffic and Parking Services under Risk and Safety Services has recently restarted a student-staffed program for evening safe rides. The Campus Police Department also hires students both through the Chancellor's Undergraduate Internship Program (CUIP) and as student safety ambassadors although these are fairly small numbers.

3. Mental Health and Student Service Professionals

Student Health Services oversees the [Campus Mobile Response Team](#) through Counseling and Psychological Services

4. Sworn Peace Officers

The UC Santa Cruz Police Department (sometimes "Campus Police Department" in this report) reports to Risk and Safety Services in the Division of Finance, Operations, and Administration.

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

Contract Security Staff: 1 contract security FTE at Coastal Science Campus and Westside Research Park and 1 contract security FTE at Lick Observatory.

Residential Campus Safety Program (CSO): 22

2. Student Safety Partners Student Safe Ride: 10

Campus Police Department student ambassadors: 2 (+1 Chancellor Undergraduate Internship Program [CUIP])

3. Mental Health and Student Service Professionals

Campus Mobile Response Team: 3 currently, 7 when fully staffed

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 Contract Security Staff: 0

Note: UCSC contracts with High Rock Security Services to provide high-visibility presence at underserved locations. High Rock does not receive calls for service, but observes and reports incidents as needed to the UCSC Police Department. During the timeframe, High Rock has recorded and reported five incidents in subject areas including fire awareness, homeless response, and trespassing.

Residential Campus Safety Program (CSO): 1,546 (07/01/22 to 2/27/23)

Note: Requests for CSO assistance also come up organically as the CSOs are approached by students in the communities that they serve. CSOs are out and about conducting community walks regularly throughout the night time hours, and are well known to students who frequently make requests of them on the spot. These are not logged, unless they are of special significance.

2. Student Safety Partners

Student Safe Ride: 417 Calls for Service for SafeRide between Fall 2022 and Winter 2023 as of February 23, 2023.

3. Mental Health and Student Service Professionals

Campus Mobile Response Team: 46 since launch on October 20, 2022

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

- Contract Security Staff: $141,033 (Projected FY 22-23) Residential Campus Safety Program (CSO): $1,819,986
- Community Safety Partners: $1,038,378 (Projected Annual Budget)
- Note: The Community Safety Partner Program is in development at UC Santa Cruz and will eventually replace Contract Security Staff. The number provided above is an early estimate while initial hiring is underway.
- Student Safe Ride: $117,483.11 (Projected Annual Budget)
- Campus Police Department student ambassadors: $2,015 (Actual FY 22-23 to Date) Campus Mobile Response Team: $348,830 now, when fully staffed $676,978

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

The Campus Mobile Response Team currently operates from Wednesday-Saturday, 2:00 PM - 12

midnight when we have our highest need.

During business hours, Counseling and Psychological Services (CAPS) is available and CAPS also operates a 24-hour Crisis Assistance and Suicide Prevention line.

UCSC is actively recruiting additional staff for the Campus Mobile Crisis Team. It is the goal to have the CMCT Team operational 7 days a week by Summer 2023

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

UCSC is making progress toward a partnership with the Santa Cruz Neighborhood Courts for the adjudication of nonviolent and low-level crimes. Santa Cruz County has a Neighborhood Courts Program that has been operational for the last two years; in fact, several UCSC staff and faculty are active panelists, and several UCSC students have been routed to and successfully completed the program. It is administered by subdivisions of both the District Attorney's Office (DAO) of Santa Cruz County and the Conflict Resolution Center (CRC) of Santa Cruz County.

The following is a summary of activities to date:

- A workgroup was convened and met on February 9, 2022 for an initial planning session.
- On March 24, 2022, the Office of Campus Counsel (CC) initiated a meeting with the coordinators of both the CRC and the DAO to ask questions and begin to explore the possibility of a UCSC-based/ focused neighborhood court, which they seem open to doing.
- In June 2022, two staff members from the Division of Student Affairs and Success attended and observed a two-day training for panelists who are preparing to serve on the Santa Cruz Neighborhood Court panel.

Moving forward, the Division of Student Affairs and Success will continue to advance the partnership with the CRC and DAO as we continue to work toward the implementation of the Student Conduct Task Force recommendations, which intersect with the goals and objectives of the Community Safety Plan

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

The campus safety data that we submit aligns with our more anecdotal knowledge of our campus. We only had 26 arrests during the last submission period and one civilian complaint. This information reinforces our decisions about rightsizing services made in the early implementation of the plan.

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

Comparison utilizing this data is still somewhat difficult as it is not totally standardized. Calls for service, for example, are coded differently on different campuses, making comparison difficult. Where we have few arrests and civilian complaints, we appear to have significantly more calls for service than campuses of similar sizes, but it is difficult to tell if this is the result of a greater reliance on dispatch, differences in how we are counting, or a genuinely higher volume. Our Mobile Crisis Response Team and CSOs are dispatched through the same mechanism as campus PD, which also might not be true on other campuses.

The PD utilizes System-wide Data and more extensive internal data routinely. The data is analyzed to identify new trends, patterns, or emerging safety issues. This assist us in evaluating priorities and identifying best uses of resources.

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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. Our Police Accountability Board is operational. Laura Izon, outside counsel to the PAB has conducted initial training for members on 2/24/2023.

Additional training on Use of Force and Peace Officers Rights is being scheduled

Action 4:2

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

Implementation detail / description of actions taken

• [Member roster](#)

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- [By-laws](#)
- [Procedures](#)
- [Website](#)

- username: pab-user
- password: pab-pass

Action 4:3

Please describe your progress and status on IACLEA certification.

Implementation detail / description of actions taken

UCSC has initiated the process for IACLEA membership and paid the certification costs. UCSC's police department has been transitioning for the past year and is in the final stages of hiring a Chief of Police. The lack of this critical permanent position and other staffing shortages have impeded the campus' ability to tackle accreditation comprehensively, but the department intends to build momentum when there's a clearer direction about its future. Accreditation is recognized as a priority for the department and Risk & Safety Services.

While UCSC has not begun its self-assessment, the accreditation manager has:

1. Completed an accreditation manager certification program offered by Daigle Law Group, LLC.;

2. Developed a program orientation for the UCPD to familiarize them with the process and the purpose of becoming an accredited agency, and

3. Designed an approach to conduct a gap analysis and complete the campus UCPD's self-assessment by March 2025.

4. Purchased PowerDMS, a software used across UC campuses that manages standard completion and proofing compilation in preparation for an on-site assessment.

The PD has started the self-assessment process. UCSC has made arrangements with the UC Davis's Accreditation Team to assist with meeting these guidelines. The PD has been given approval to hire an Accreditation Manager and we are quickly moving forward with the recruitment process.

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

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Other updates

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