

## Community Safety: Campus Progress Report

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

As of July 27th, 2023

**CAMPUS NAME: 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.

#### ***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***

##### **University of California, Santa Cruz, Police Department (UCSC PD)**

Cops and Coffee (May 23, 2023) - This event was hosted on campus at a coffee bar with deserts furnished by UCSC PD and staffed with student ambassadors, officers, the lieutenant and chief. Provided information about the student ambassador program at UCSC PD to promote the program.

Meet the Chief (May 30, 2023) - This event was a BBQ style event hosted by the UCSC PD to present the new chief and newly designed UCSC PD patrol vehicle livery to the campus community, local law enforcement and others. The event was staffed with student ambassadors. The new chief presented recognition awards to UCSC PD employees and provided a television interview to promote the Campus

Safety Plan and Vehicle, Uniform, and Equipment (VUE) plan.

Kiwanis Club meet the chief (June 8, 2023) - The new chief spoke at the monthly Santa Cruz Kiwanis Club about his role as the new UCSC PD chief and the Campus Safety Plan and the desire to create a volunteer program at UCSC PD.

UCSC Commencement (June 15 – 18, 2023) - UCSC PD provided assistance and welcome to students, their families, faculty and staff through special deployment of uniformed and plain closed officers. Specifically, provided traffic control assistance (parking), video monitoring and other security measures along with response to calls for service during the event.

### **Residential Community Safety Program (RCSP)**

Edge of Eden Concert (May 26, 2023) - Provided two RCSP Partners to work with the contracted security company to be available to answer questions and represent the university at the Quarry Amphitheatre for the concert.

Library Safety Escorts (June 11 to June 14, 2023) - Provide late night (12am to 3am) escorts for students during finals week. Four RCSP staff members, in two vehicles, provided the safety escort transportation for the students from the campus library back to their campus residences.

### ***Action 1-2: Lessons learned***

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

### **Residential Community Safety Program (RCSP)**

Edge of Eden Concert- RCSP staff spent a good portion of their time advising the contract security detail of university policies and procedures, i.e.-service dog access, alcohol policy, etc.

Library Safety Escorts- This was a well used service by the students, with lines forming as students became aware of the service. Over 20 safety escorts were provided per night and could be looked at for further expansion consideration to include more dedicated staff and or larger capacity vehicles.

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

#### **UCSC PD**

Community Police Academy (CPA) Spring Semester - The CPA was offered this spring with minimal

Cops and Coffee - The event was during finals and moderately attended. Many of the students who participated were only able to interact for a short period of time because of the timing. Next event will be scheduled prior to finals to increase interaction time.

Meet the Chief - The event was well attended and received positive feedback on campus and in the

media, which promotes the UCSC PD and its efforts in support of the Campus Safety Plan and VUE plan. Additional meetings with the new chief are being initiated for 2023.

Kiwanis Club meet the chief - The chief learned of the UCSC Kiwanis Club during his presentation and several of the Kiwanis Club members present were UCSC Alumni and expressed interest in volunteering at the police department. The chief will reconnect with those persons later in the year to discuss possibly forming a volunteer program.

UCSC Commencement - The UCSC PD was reportedly appreciated by UCSC administration and students during this 2023 UCSC Commencement with a correct blend of visible uniformed officers and plain clothes officers to provide security and service.

### **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.

#### **Residential Community Safety Program (RCSP)**

1. Attend/Participate in New & Transfer Student Orientations (September 21-24) to include a presentation on the RCSP Partners
2. RCSP Staff will also meet with RAs and visit floor/building meetings that are conducted by the RAs and CREs at Move-In.
3. Tabling event at Cornucopia (September 26), which is the single largest student attended event of the year

#### **UCSC PD**

Cornucopia 2023 - UCSC PD has registered to host a booth with ice cream service to promote dialogue and community outreach advertising upcoming Community Police Academy courses and student ambassador positions within the UCSC PD.

Coffee with the Chief - August 29, 2023, chief to meet the Santa Cruz neighbor association.

Community Police Academy (CPA) Fall Semester - UCPD chief met with faculty to secure an instructor of record and support for the fall offering of the CPA.

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

#### **Residential Community Safety Program (RCSP)**

RCSP will be sharing the following information during the future planned events:

- How to identify the staff
- Support and services provided by RCSP
- Resource and referral information available from RCSP staff

- How to contact RCSP staff

### ***Action 1-4: Community input***

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?

#### **Residential Community Safety Program (RCSP)**

RCSP has an informational webpage at <https://housing.ucsc.edu/safety/>. On the webpage near the bottom are two links to the "Residential Community Service Feedback Form" for either the electronic/online form or a print form, which can be used to provide any style of feedback to the RCSP. This information is utilized to identify the interactions that have a positive result on our constituents and enhance community safety, as well as to identify those interactions that have created a negative impact so that those issues can be addressed and rectified. This information received in the Feedback Forms is currently visible to the Campus Safety Manager and the RCSP Assistant Director.

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

#### **UCSC PD**

"SpidrTech" (Quarter 2, Q2) - SpidrTech survey technology provided results during this rating period from a very positive with a diverse group of survey participants and shared with staff to re-enforce the need for positive community interaction and high quality of service. **321** surveys were requested with **49** completed and a survey completion rate of 14% with the following results in Q2:

- Overall Service - **4.65 out of 5 or 93%**
- Courtesy - **4.78 out of 5 or 95.6%**
- Helpfulness - **4.65 out of 5 or 93%**
- Timeliness of Response - **4.61 out of 5 or 92.2%**

### ***Action 1:5: Training dates***

Please provide dates, during the reporting period, 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).

#### **Residential Community Safety Program (RCSP)**

All RCSP Staff and Supervisors are assigned training that must be completed each year via the UC Learning Center (July 1 to June 30). This training includes FERPA, Healthcare Privacy, CANRA, Clery for CSAs, UC Abusive Conduct in the Workplace, UC Preventing Harassment and Discrimination, VAWA, Ethical Values Briefing, and Cyber Security, amongst other courses. In addition, each staff has been assigned Implicit Bias courses and many have earned their Managing Implicit Bias Certificate.

Every two years all RCSP staff complete First Aid / CPR / AED Training. Many RCSP staff are CERT trained as well. All-Hands Meetings are held which include additional in-person training on topics such as ODEI, Conduct/College Student Life items, Conference Services Support (summer conferences including attendees from around the world), and RCSP program-specific update training on procedures and policies.

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

#### **Residential Community Safety Program (RCSP)**

RCSP - 6/16/23 - All Hands Meeting/Training

\*All other online trainings taken throughout the year

#### **UCSC PD**

UCSC PD De-escalation training (May 29-30, 2023) - All of UCSC PD sworn and non-sworn staff participated in De-escalation training from an outside vendor.

Active Shooter Training (July 11-15, 2023) - UCSC PD will assist and participate in the Santa Cruz County Sheriff Department's annual "Active Shooter Training" in July of 2023.

Active Shooter Training (August 2023) - UCSC PD plans to conduct local campus active shooter training to build on the county-wide training received in July of 2023.

UCSC PD Collision Investigation Training (Fall 2023) - UCSC PD plans to conduct collision investigation training to better prepare for increased use of e-bikes on campus. The California Highway Patrol will be assisting in the instruction.

### ***Action 1-6: Additional information***

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

#### **Residential Community Safety Program (RCSP)**

The program has transitioned to a new name. The previous Community Safety Program has been rebranded to the Residential Community Service Program (RCSP) and Community Safety Officers (CSO) have been retitled as Residential Community Service Partners (RCSPs) as guided by the UC Community Safety Plan. The "tactical" style vests are being replaced with more customer service friendly polo shirts supplied by the department. All prior CSO emblomed attire is being removed and replaced with a customer service oriented and friendly new logo patch / emblem. The goal of these changes is to enhance the friendly and customer service oriented goal of the RCSP.

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

[Response or 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: Public safety tiers***

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

- Tier 1: UCSC Police Department (UCSC PD)
- Tier 2: Campus Mobile Crisis Team (CMCT)
- Tier 3: Residential Community Service Program (RCSP)
- Tier 4: Campus Safety Ambassador Program (CSAP) and SafeRide

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

### **UCSC Police Department (UCSC PD)**

The University of California, Santa Cruz Police Department is committed to cultivating a transparent, accountable, and collaborative environment embracing the broad diversity of our stakeholders to protect the life and property of our community.

We develop and maintain a well-trained and properly equipped police agency – an agency that is innovative and dedicated to fostering an environment that encourages dialogue, compassion, commitment, service and integrity.

We are a community resource that shares in the responsibility to recommend and deliver preventative measures to minimize potential risk and enable a timely and effective response to incidents and emergencies.

We are committed to serving all individuals, promoting diversity and operating in a manner that safeguards the university's academic and research mission so that all members of the campus community are able to actively engage in UC Santa Cruz's distinctive living-learning environment.

### **Campus Mobile Crisis Team (CMCT)**

The UCSC Campus Mobile Crisis Team is the first program of its kind on a University of California Campus. An extension of Counseling and Psychological Services, the program was created to support students' diverse needs through innovative and culturally competent responses to campus behavioral health crises. graphic of a slug and trees.

The behavioral health team provides crisis response services to all members of the UCSC community, with a particular focus on providing support to the unique needs of our student population. An accessible, student-friendly and mobile form of mental health crisis support is provided through:

- Connecting individuals to appropriate behavioral health services and resources
- Wellness checks for individuals in emotional distress
- Coordination and referrals with Counseling and Psychological Services
- A team that is trained to respond, assess and utilize crisis intervention and de-escalation techniques

### **Residential Community Safety Program (RCSP)**

The Residential Community Service Program (RCSP) handles the initial calls for service in most categories from 7pm to 3am; lockouts, quality of life concerns, noise issues, roommate disputes, behavioral health incidents (non-weapon, no-threat, non-suicide related), medical/first aid, resource/support information requests, wellness checks / attempts to contact, walking escorts within the zone.

The RCSP conducted routine community walks in the residential communities, being visible, accessible and initiating contacts to diffuse unsafe behaviors. The RCSP staff will also provide staffing for evening events, as requested.

### **Campus Safety Ambassador (CSA) Program**

The Campus Safety Ambassador (CSA) Program is a specialized expansion of the former Community Safety Officer (CSO) Program that addresses non-residential service areas and provides a wide range of services to support the campus community. Trained ambassadors are uniformed in alignment with the UCOP Vehicles, Uniform, and Equipment guidelines and participate in activities such as:

Lockouts and building access issues.

- High-visibility community walks.
- Respond to calls for service as appropriate from UCSC PD.
- Reporting criminal activity.
- Shuttle driving to transport students, staff, and faculty.
- Staffing the campus entrance kiosks.
- Special event security.
- Site surveillance.
- Evening parking enforcement support/response.

### **Student SafeRide**

Safe Ride is staffed by student operators and is available from 7:00 p.m. to 12:15 a.m., seven days a week when classes are in session during fall, winter and spring quarters. There may be exceptions for holidays and finals week.

This service provides a safe and reliable means of transit from one location to another on campus and ensures the safety of students who feel endangered or unsafe during night hours.

All Safe Rides drivers have valid California driver's licenses, and are trained Safe Ride personnel who have been background checked, fingerprinted, and are in compliance with the California DMV pull system. Each Safe Rides employee has completed the Defensive Driving and Distracted Driving courses administered by UCSC Learning Center.

### ***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***

#### **Tier 1: UCSC Police Department (UCSC PD)**

- Sworn (25 allocated, 14 working). UCSC PD is working at 56% or less staffing at any given time.

#### **Tier 2: Campus Mobile Crisis Team (CMCT)**

- 4 CMCT staff, 1 FTE each, 4 FTE total + 1 FTE for the CMCT Supervisor

#### **Tier 3: Residential Community Service Program (RCSP)**

- 1 FTE - Assistant Director
- 6 FTE - RCSP Supervisors
- 15.9 FTE - RCSP Partners



**Tier 4: Campus Safety Ambassador Program (CSAP) and SafeRide**

- 1.0 FTE assigned to security coverage of the Westside Research Park.
- 3.0 FTE assigned to the University Town Center, and the main campus security including all parking areas.
- Student Staff (Part-Time) - Roughly 2 FTE (10 Students \* 0.20 FTE)
- Assistant Transit Manager - Roughly 0.35 FTE (1 ATM)

***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: UCSC Police Department (UCSC PD)**

- 569 Calls for Service (this number does not include additional “assist” type calls for service to other tiers or allied agencies)

**Tier 2: Campus Mobile Crisis Team (CMCT)**

- 101 Contacts

**Tier 3: Residential Community Service Program (RCSP)**

- 1220 per UCPD Dispatch (this represents all calls, including lockouts and student assists)

**Tier 4: Campus Safety Ambassador Program (CSAP) and SafeRide**

- The Campus Safety Ambassadors reported 47 maintenance concerns consisting of broken windows, screens, fire extinguishers, etc. through the CruzFix maintenance system. The Campus Ambassadors identified flooding on a floor at the University Town Center that could have caused greater property damage if they had not discovered the water leak.
- Total Students Given Rides: 3,987
- Average Daily Ridership: 47.5
- Average Trips per Day: 31.9

***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***

***Non-Sworn tiers are Tiers 2-4 as described below:***

**Tier 2: Campus Mobile Crisis Team (CMCT)**

- Budget Not Available at Time of Report

**Tier 3: Residential Community Service Program (RCSP)**

- \$1,803,601.00

**Tier 4: Campus Safety Ambassador Program (CSAP) and SafeRide**

- CSAP: \$468,118 (Estimate FY 22-23)
- SafeRide: \$173,735 (Estimate FY 22-23)

***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***

The UC Santa Cruz Campus Mobile Crisis Team (CMCT) does not operate 24/7 at this time, it currently operates on the following schedule:

Monday and Tuesday: 2:00pm to 12:00am

Wednesday through Sunday: 12:00pm to 12:00am

**Total Hours per Week: 80**

***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***

**Residential Community Safety Program (RCSP)**

RCSP partners regularly document non-criminal university housing policy violations and incidents in a computer software program called Advocate. These reports are reviewed and processed by Student Conduct, often resulting in recommended referrals to Restorative Justice.

**UCSC PD**

Newly appointed UCSC PD chief met with the Santa Cruz County District Attorney to confirm commitment to restorative justice when applicable in the future.

**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**

**Campus Mobile Crisis Team**

Our data have helped us know the highest utilization time for the program; we have been able to use the CMCT to respond to campus tragedies for debriefing. We are finding the program to be highly successful and an important adjunct to Counseling and Psychological Services as well.

**SafeRide**

In the past few months, SafeRide has continued into an earnest pilot program serving the campus community and gathering feedback. One of the core data points we highlight during the pilot phase of these programs include demand for services. SafeRide is most in-demand in the evenings of Tuesdays and Wednesdays. As a result, increased capacity has been highlighted for these high-demand time periods. Additionally, future budget proposals submitted to campus leadership highlight the need for higher capacity during these in-demand periods.

### ***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***

##### **UCSC PD**

UCSC PD increased uniformed patrols in areas of reported theft, graffiti, and assault type crimes. Data related to non-affiliate contacts indicates an uptick in the summer resulting in an increased directive to focus on proactive contact with non-affiliates to detect and deter criminal activity on campus.

### ***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***

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

Our PD here at UCSC will be providing Use of Force and Police Officer Bill of Rights training as recommended by UC Davis and outside counsel, Laura Izon. The PD regularly provides these types of training through the Community Police Academy and does not have to create anything new for the PAB.

Currently, we are completing contact checks for all nominees with the UCSC PD. Once completed, we will confirm the nominees as members, schedule training with the PD, and host a kick-off meeting with the PAB, UC Davis investigators, and Chief Dombay.

***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***

[Member roster](#)

[By-laws](#)

[Procedures](#)

[Website](#)

***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***

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 **has recently hired a new Chief of Police, Kevin Dombay**. The department intends to build momentum **now that this critical role has been filled**. 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.

In the past few weeks, UC Santa Cruz has contracted with UC Davis (where the UCD PD is IACLEA accredited) to retain the support of their accreditation manager who will assume the role of accreditation manager for UC Santa Cruz until the position is filled.

***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