

Gateway Community and Technical College
Security Report FY 2011-12

The security and safety of students, employees, and the public is of the highest concern at Gateway Community and Technical College. Continuous comprehensive review and evaluation of safety and security is conducted by campus-based safety teams comprised of employees and students. Changes have been made to enhance and strengthen security as described below.

The following actions took place to maintain and strengthen Gateway's safety and security program during the 2011-12 academic year:

Tim Chesser, Safety Director, has continued to be very visible on and off campus. He communicates with faculty, staff and students in meetings, classes and individually regarding safety issues. He gives informational seminars and training, and is involved with the student, faculty and staff orientation processes. Mr. Chesser is very active off campus with safety and law enforcement agencies, as well as other schools and colleges. He regularly conducts presentations for student groups, including high schools, on topics such as active shooters and domestic violence.

Communication remains a priority for the director's position. Electronic information is sent frequently to students, faculty and staff. This information details safety changes and improvements made, reminders of who to contact for safety needs, and includes links to pertinent areas such as SNAP system sign up, the GCTC annual security report, and *Shots Fired* and *Flashpoint on Campus* safety videos. Emergency information posters were updated this year and replaced in every room on each campus. These posters contain information on active shooters, severe weather, building evacuation, SNAP sign up, and where to report emergencies and non-emergencies. Additional weather radios and two-way radios were purchased to improve communications.

Securitas Security Services was selected in late 2011 as the contracted security provider through a request for proposal process. The process selection was based on "best fit" aligned with the College's needs for security services and not just cost. Securitas is a national company with more than 250 branch offices. Their services have been effective in addressing issues identified by the college. Services and personnel have been well received by the campus community as determined by surveys reported later in this document. The high rate of guard turnover in the previous year appears to have been satisfactorily addressed through an enhanced pay structure of the current provider. Guard turnover has been minimal during the year.

Security personnel are on each campus from 8 a.m. until close and are more visible than in the past. Detailed post orders of expectations and procedures for each campus are accessible by the guards via an electronic tablet. This tablet is also used, in conjunction with barcodes placed throughout each campus, to document campus tours and inspections, and to allow for immediate incident and status reporting. Guards have public work stations on each campus for improved visibility and prompt attention to issues. They respond to issues of physical security as well as safety. The visibility of these work stations allows for another level of accessibility, and the security officers are often approached and asked general questions on safeguarding property and personal safety.

It is not possible to track statistics on the incidents that have been prevented, but, through education, the security officers work to reduce the possibility of victimization. Security personnel work closely with Gateway maintenance personnel and are in contact with each other by radio. When maintenance safety issues are

found, they are reported immediately to maintenance for repairs. The same occurs when suspicious activity is noticed by maintenance; it is quickly reported to the security personnel and security director.

Expansion and improvements to the campus camera systems were implemented by the directors of information technology, maintenance and operations, and security. The College invested over \$150,000 in an IP-based camera security system from carry-forward funding provided by the security charge. The conversion to a web-based model on all campuses except Covington has dramatically increased safety surveillance capabilities. The cameras provide coverage to all entry and exit points, hallways, stairwells, parking lots and selected offices. Currently, 165 cameras are operational with more to be added. Many incidents have been quickly resolved after reviewing footage and/or license plate scans from the scene. This project was funded from the security charge.

The Gateway information technology department and the safety director researched and purchased S.A.F.E. (Security Assistance for Emergencies) software for classroom and office PC's. I.T. worked extensively with the software vendor to tailor this product to our needs. It allows faculty and staff to activate a desktop icon and send a silent message to security that assistance is needed. It has been installed in all classrooms and selected offices, and can be used for medical emergencies, disruptive students, or any situation in which security is desired. The implementation of this innovative solution for our faculty and staff addresses an issue brought forth by faculty and staff. The Security Director has received very positive feedback from employees, as classroom activities had been an expressed safety concern.

Exterior lighting at the Urban Center was expanded and improved. This was the result of an extensive exterior safety review conducted by the security director, the assistant to the president, and the director of maintenance. Additional SNAP (Safety Notification Alert Process) system speakers were installed at the Urban Center.

Signage was added to parking lots and the inside/outside of buildings to aid in communication during incidents. All lots are now identified clearly so that law enforcement and emergency personnel can determine the location of an incident upon arrival on campus.

The College-wide and campus incident response teams (CIRT) have continued to evaluate and improve safety procedures, practices, environment and training. The teams adhere to KCTCS policies and applicable laws pertaining to safety, while being proactive and innovative in addressing the safety needs of the College community. Selected individuals from each team are authorized and trained to launch the SNAP emergency alert system. Team members have been trained to assist with campus incidents, such as building evacuation and shelter in place. The College-wide team meets monthly, and is comprised of the following:

- Vice President for Administrative and Business Services (**Chair**)
- Director of Safety
- Vice President for Student Development
- Director of Maintenance and Operations (**M & O**)
- Director of Public Relations (**Communications**)
- Director of Human Resources
- Director of Counseling and Behavioral Intervention
- Special Assistant to the President
- Student Representative
- Faculty from each campus who also chair the campus teams

The campus safety teams were restructured and trained to serve as campus incident response teams (CIRT). These teams range from seven to nine members, and meet during the fall and spring semesters. A Students of Concern team addresses at-risk behavior of students. This group consists of four student affairs professionals and the safety director. The College has over forty faculty and staff devoting attention to safety.

The second annual Gateway College-wide safety symposium was conducted on February 21, 2012 at the Boone campus for all faculty and staff. The topic for this day-long event was "Creating a Safe and Secure Environment for Learning", which focused on practical skills for managing the educational environment. John Wagner was the keynote speaker, and conducted three breakout sessions. Mr. Wagner is a national speaker with extensive knowledge and experience in clinical counseling, human behavior, and higher education. His sessions included discussions of effective communication skills, identifying and managing behavior by engagement, understanding cues that signal levels of threat, and techniques for conflict de-escalation. Additional breakout sessions were conducted by Gateway faculty and staff. These sessions included behavior intervention/information sharing, campus incident response, lockdown/shelter in place, accident reports, workplace violence, and grants information.

The KCTCS annual Safety Conference on July 19 and 20, 2011 was attended by several members of the College-wide safety team. This annual conference provides an excellent opportunity to exchange information and best practices. This year, Mike Baker, Vice President for Administrative and Business Services; George Hall, Director of Maintenance and Operations; Bridgett Sullivan, Director of Counseling; Linda Wright, Business Office Projects; and Tim Chesser, Director of Campus Safety and Security, attended from Gateway. Both Mike Baker and Tim Chesser were presenters at the conference. Mike Baker spoke on Best Practices, showcasing some of the programs developed at Gateway. He also served on the conference planning committee. Tim Chesser presented on Campus Emergency Response Teams and the training provided in CPR/AED offered on campus twice a year to faculty and staff.

Comparisons have been made from 2009 to year to date. Prior to the appointment of a safety director, data was drawn only from the Minger/Clery Reports. The Minger/Clery basically involves only felony level offenses, of which the College has experienced very few incidents. Mr. Chesser now uses an incident data report process, which allows the College to track additional safety and security related incidents that are not required by state or federal statute. The tracking of all incidents allows the director and safety teams to take preventative measures and provide additional training that can reduce these incidents. While the Minger/Clery Acts only track actual crimes on campus, the incident data gathered by the Gateway safety and security program is more comprehensive in nature.

Since the hiring of a safety director and the implementation of a comprehensive safety program the ease of reporting of incidents by those involved has resulted in the recording of more incidents. The reporting has allowed the director and safety committees to track the incident trends and improved prevention and resolution of crimes. The enhanced camera system assisted greatly in solving a number of crimes committed on campus. For instance most of the thefts were cellphones that were lost or left unattended which led to increased patrols and greater education around theft prevention. The Terroristic Threatening cases were usually upset students who went beyond the normal venting and were a concern to the instructor or staff member who appropriately reported the concerns to the security officials who helped deescalate and or resolve the issue. While these incidents are reported in the Terroristic Threatening category it is important to note that there were no assaults on GCTC campuses during the 3-year period.

Offenses such as vandalism directed against the College property decreased. The security director attributes the decrease in vandalism to the presence and deterrence effect of security personnel, enhanced lighting, and surveillance cameras.

The following data is derived from the federally-required CLERY report, which discloses all crimes on campus:

**Statistical Crime Data
(2009-2011)**

Crime Category	Total Campus Property Crimes		
	2009	2010	2011
Arson	0	0	0
Assault	0	0	0
Burglary	0	2	1
Criminal Damage	1	1	4
Manslaughter	0	0	0
Menacing	0	0	0
Motor Vehicle Theft	1	1	0
Murder	0	0	0
Reckless Homicide	0	0	0
Robbery	0	0	1
Sex Offenses-forcible	0	0	0
Sex Offenses-Non-Forcible	0	0	0
Stalking	0	0	0
Terroristic Threatening	0	0	11
Theft	6	25	29
Wanton Endangerment	0	0	0
Weapons Possession	0	0	0
Prejudice: Bias-Race	0	0	0
Prejudice: Bias-Gender	0	0	0
Prejudice: Bias-Religion	0	0	0
Prejudice: Bias-Sexual Orientation	0	0	0
Prejudice: Bias-Ethnic	0	0	0
Prejudice: Bias-Disability	0	0	0
Arrest Only-Liquor Law Violations	0	0	0
Arrest Only-Other Alcohol Violations	0	0	0

The College's director of safety is notified by the courts of certain offenses that students have committed, such as Registered Sex Offender. Students who have a protective order against another person are encouraged to report those to the director. This allows the director and appropriate personnel to counsel students on their rights, and often can reduce the incidence of further disputes on campus.

All of this information is important for security purposes, and to gain a greater understanding of the nature and circumstances of the incidents that occur so the College can try to prevent them, and give extra attention to alerting College personnel and students to safety issues. The goal of the security and safety program is to make legitimate campus users feel safe and comfortable, and also to make unauthorized or illegitimate "users" feel uncomfortable, and realize that this is not a place for them to commit illegal or inappropriate acts.

For the second year, a safety survey was sent to 3,852 students by email, with 190 students responding. This was fewer responses than those received from the survey conducted in the Spring, 2010 semester. This survey is very important because it is the first one conducted since the security program was initiated.

Another survey was conducted for employees that included several questions about safety. Both surveys included sections for the respondents to comment on areas or issues that they felt were important. These comments are especially beneficial because they allow us to find out more details about concerns. There were three areas which received below a 3 out of a possible 4: feeling safe at the Urban Campus, feeling safe after 7 p.m., and feeling safe in parking lots/garages. Although improvements have been made in the past year, the College will continue to focus on these areas to address the expressed needs of employees and students.

After reviewing these comments, responsive actions have already been taken in the form of increased patrols, more visibility by security, posting contact information for security, and improving communication. Securitas has assigned an experienced security officer with a law enforcement background to serve as a lead officer. This individual is the "go to" person for the security officers to contact. He also serves as a liaison with the Gateway security director. This allows for better communication and improvements in providing service. The survey data will be further reviewed by the College safety team and the CIRT teams.

I feel safe at the following Gateway Campuses/Centers

(average responses on a 4 point scale)

Campus/Center	Students	Employees
Boone Campus	3.29	3.39
Covington Campus	3.12	3.36
Edgewood Campus	3.62	3.56
Highland Heights Campus	3.08	3.46
Park Hills Center	3.18	3.25
Urban Center	2.60	2.86

I feel safe at the following areas at Gateway Campuses/Centers

(average responses on a 4 point scale)

Area	Students	Employees
Cafeteria	3.53	3.62
Classrooms	3.62	3.58
Computer Labs	3.59	3.61
Hallways/Stairwells	3.35	3.50
Libraries	3.64	3.63
Parking Lots/Garages	2.83	3.14
Restrooms	3.37	3.47
Streets and Sidewalks	3.04	3.41
Neighborhoods around Campuses/Centers	3.04	3.18

I feel safe during the following times of day at Gateway Campuses/Centers.

(average responses on a 4 point scale)

Time of Day	Students	Employees
Morning	3.57	3.61
Early Afternoon (Noon to 4PM)	3.58	3.66
Late Afternoon (4PM to 7PM)	3.18	3.47
Night (After 7PM)	2.47	3.02

Summary

The College has implemented safety improvements on all campuses this past year. The resources available to fund these activities have resulted in better safety and security. Questions about safety and security are included on the Survey of Community College Students and are used as a baseline for further review of the effectiveness of the safety and security program. Surveys of students and employees will continue to be conducted on an annual basis. As the College's enrollment continues to grow, future challenges will be identified, and solutions will be initiated. The safety charge to the students generates \$315,000 this fiscal year. The chart attached (attachment A) reflects the costs that were supported. As depicted, \$344,959 was spent from the operating budget, with an additional \$155,923 spent on the camera expansion project (these were carry-forward funds from last year).

Future

The 2012-13 College budget estimates revenue from the security charge to generate \$327,000. The proposed expenditure of funds is as follows:

Personnel	\$110,000
Security Services	190,000
Training	5,000
College-Wide Symposium	3,000
Database	2,000
Security Audit	7,000
General Operating	<u>10,000</u>
Total	\$327,000

In addition to the funds generated by the charge, the College will invest an additional \$30,000 on the camera systems; these funds were provided by KCTCS in a special allocation.

The projected budget for 2012-13 is estimated to be able to support the following planned actions for the next fiscal year:

- Continue the security contract with Securitas Security Services.
- Acquiring quotes from outside firms to review, test and refine our existing crisis management plan
- Implementation of on-line safety training for faculty, staff and students
- Implementation of on-line incident reporting
- Four key campus safety leaders will attend a three-day in-depth training program conducted by FEMA.
- Joining with other Kentucky colleges to conduct exercises/training
- Attending training for, and developing a natural hazards mitigation plan
- More signage will be added wherever cameras are located so that the individual viewing the camera can better identify the exact location.

Questions, comments and/or suggestions regarding the safety and security program at Gateway Community and Technical College should be addressed to Mr. Tim Chesser, Director of Safety, Phone: 859.442.4129 or email: tim.chesser@kctcs.edu.

FY 12 - FUNDS COMMITTED TO SUPPORT SAFETY AND SECURITY

**FY12
TOTAL
EXPENDITURES**

DESCRIPTION

PERSONNEL Includes Safety & Security Director, 25% of Intervention Specialist, and 50% of Administrative Support	\$ 108,211.07
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OPERATING Includes travel, office supplies, communication cost and safety awareness activities	\$ 28,877.40
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CONTRACT AND PROJECT COST	
Logan Security (4 months)	\$ 42,224.64
Securita Security (8 months)	\$ 125,046.94
College Wide Symposium	\$ 3,000.00
iPAD and Care Protection for Director of Security	\$ 1,816.00
Security Camera License	\$ 6,750.00
Cellular Phone Charges	\$ 1,929.18
Lexis Nexis Risk Management	\$ 1,994.00
Lighting and Safety Projects	\$ 10,931.00
College Wide Panic Button Software	\$ 2,499.00
Signage	\$ 2,513.00
Snap Speaker Sys - Urban Center	\$ 9,167.00
CONTRACT AND PROJECT COST TOTAL	\$ 207,870.76

TOTAL OPERATING COST	SUBTOTAL	\$ 344,959.23	\$ 344,959.23
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CAMERA PROJECT	
Server Hard Drives for Security at Urban Center	\$ 3,919.92
Security Camera Licenses Boone CAM	\$ 6,750.00
Video Encoder Covington Campus	\$ 2,330.89
Server Hard Drives for Security at Edgewood	\$ 7,526.82
Security Camera Licenses Edgewood	\$ 852.00
Security Cameras Urban Center	\$ 26,363.90
Security Cameras Labor and Installation Urban Center	\$ 14,122.00
Solar Panel System Boone Campus	\$ 5,368.00
Security Cameras Boone CAT Building	\$ 12,626.81
Security Cameras Boone CAM Building	\$ 19,779.00
Security Cameras Edgewood	\$ 24,580.00
Security Dome Cameras Boone Campus	\$ 2,326.00
Security Axis Cameras Urban Center	\$ 687.38
Security Cameras Labor and Installation Edgewood	\$ 11,692.00
Security Cameras Labor and Installation Boone	\$ 11,324.00
Security Camera Server Covington	\$ 5,674.92

TOTAL CAMERA PROJECT	SUBTOTAL	\$ 155,923.64	\$ 155,923.64
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TOTAL EXPENDITURES AND COMMITMENTS	TOTAL	\$ 500,882.87
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