

Campus Safety Improvement Initiative 18-month Progress Report

October 22, 2008

A committee has been updating Rowan's emergency response plans since shortly after the Virginia Tech tragedy in April 2007—18-months ago. The scope of its work was expanded as a result of other incidents on college campuses across the country, as well as on our own. Below is a summary of the initiatives underway, those completed and projects still being evaluated and considered. For more information, please contact Tim Michener at michener@rowan.edu or 256-4566.

Priority Projects for Academic Year 2009

1. Installation of Enhanced 911 Hardware and Software
E911 hardware and software allows the Gloucester County 911 Call Center to trace a call to the exact location from where it originates on campus. To date, all campus phones have been surveyed and the University will sign a final contract with Verizon shortly, with testing to follow. *Expected completion date:* January 2009.
2. Formation of a Threat Assessment Team
A typical threat assessment team meets regularly to share information about troubled individuals. At Rowan, a core assessment team has been meeting, but the group needs to be expanded and the process for sharing information needs to be formalized. Models are being evaluated to determine best practices across the nation. Once the broader team is formed, its first priority will be to review policies and procedures related to:
 - Recognizing and assisting students in distress
 - The student code of conduct, including enforcement
 - Judiciary proceedings for students*Expected completion date:* December 2008.
3. Improve Lighting
Consultants have provided suggestions on how and where to improve lighting throughout campus. Facilities Planning & Construction installed more than 60 new light fixtures/poles throughout campus in 2008. *Expected completion date:* Fall 2008, but assessment will be ongoing.
4. Priority Work Order System
Facilities Operations & Maintenance is reviewing its procedures for identifying and processing priority work orders that are entered into FAMIS—the work-order maintenance management system—related to safety and security matters. *Expected completion date:* Spring 2009.

Initiatives Being Researched

5. Installation of Cameras Throughout Campus
The committee and the President's Cabinet have determined that installing cameras throughout the entire campus is not feasible at this time, however, a system may be able to be developed

incrementally. Network Systems and Services is investigating whether the camera system being installed in the Rowan Boulevard apartments can be used as a backbone for a broader, campus-wide network. *Expected completion date:* None identified.

6. **Better Control Over Parking Lot Usage**
Public Safety is developing a proposal that will limit the ability of non-registered vehicles to park in lots. Statistics show that most of the aggravated assaults and robberies on campus are perpetrated by criminals who are not members of the University community. Eliminating late-night parking opportunities for criminals may reduce crime.
7. **Campus-wide Emergency Training**
Once emergency response plans are NIMS compliant (see item 9), Public Safety will begin training students and employees how to respond to various emergencies, as well as to identify mental health issues and know policies and procedures related to them.
8. **“Crime-Free Program” Initiative**
There is a national program that encourages living complexes to adopt a set of standards that guarantees that they are “crime free.” Public Safety will be investigating whether Rowan can adopt the standards and implement the program.

Completed and/or Well-Developed Initiatives

9. **Emergency Response Plan Conversion**
In December 2007, the Board of Trustees adopted NIMS (National Incident Management System) as the process to address emergencies. Public Safety will use calendar year 2008 to review and change emergency and public safety policies and procedures. *Expected completion date:* The University will be NIMS compliant by January 2009.
10. **Redesign of Emergency Website**
Rowan’s emergency website, www.rowan.edu/emergency, has been updated and tested. A long-term goal is to add a password-protected section of the site that will display key policies, procedures and resources for University emergency responders.
11. **Promotion of Gloucester-Alert**
The University will continue to encourage students and employees to subscribe to the Gloucester County Alert Service. It offers subscribers text-message alerts only.
12. **Building “Lock-down” Procedures**
It is not feasible to implement a multi-building “lock-down” on a campus of Rowan’s type and size. Public Safety will continue to train officers on alternative methods for securing buildings.
13. **Creation of an Office of Emergency Management (OEM)**
The Board of Trustees created the OEM in December 2007, enabling Rowan to partner with other area OEM departments on training and applying for state and federal grants. Rowan already has applied for more than \$500,000 in grant funding.
14. **Increased Public Safety Training**
Public Safety is training its officers according to NIMS standards

- Eight commanders have received the required command training (ICS 300, 400, 700 & 800)
- All department members have received training in ICS 100 and 200
- Eight members of the department have received advanced (grant-funded) Weapons of Mass Destruction training at Ft. McClellan Army Base in Anniston, Ala.
- Two officers have received (grant-funded) explosives training in New Mexico
- Two officers have been certified as firearms instructors

15. Adopt IACLEAs Blueprint for Campus Public Safety

The International Association of Law Enforcement Administrators has developed a “blueprint” of standards that represent the best public safety practices across the nation. The blueprint is broken into three main areas: emergency planning and critical incident response, empowering and resourcing the campus public safety function, and prevention and education programs to address campus safety risks. Rowan has adopted the principles and is moving toward aligning our practices and procedures with that recommended in the blueprint. IACLEA’s *Blueprint for Safer Campuses* can be found at vt-taskforce-report_virginia-tech.pdf.

16. Additional Mutual Aid Training

Rowan hosted a large, interagency emergency response training exercise in August 2007. A second exercise was run in conjunction with Governor Corzine’s Town Hall meeting in January of 2008, and a third was developed around Commencement 2008. Additionally, Rowan police continue to work with the Glassboro Police Department and various Gloucester County units in planned events and exercises.

17. Rowan Alert Mass-Notification System

A temporary, but fully functional mass-notification system was developed shortly after the Virginia Tech tragedy in May 2007. A more robust system, one that allows subscribers to list up to 18 points of contact, was activated in June 2008. As of Fall 2008, approximately 45 percent of the University community is registered with Rowan Alert, which equals the national average. Rowan will continue to conduct registration drives every fall and spring.

18. Public Safety Communication (Dispatch) Center Upgrade

A second communication console and a backup generator have been installed.

19. Mobile Data Terminals for Police Vehicles

All nine police vehicles are now equipped with the mobile data terminals, allowing officers to more easily access vehicle and driver information during traffic stops and when on patrol. In spring 2007, none of the vehicles were equipped.

20. Crisis Training and Expansion of Psychological Services Team

The University has a team of trained individuals that provides victims and families with psychological services in times of need—formerly called the Critical Incident Response Team. The team has been expanded from 12 to 20 members and has been renamed the Stress Management and Response Team (SMART) as part of Rowan’s effort to become NIMS compliant (see item 9). The team will continue to train its members and recruit more volunteers.

21. Purchase of Additional Public Safety Equipment for Violent Situations

The August 2007 mutual-aid training exercise demonstrated Public Safety's need for several items to better manage potentially violent situations. Rapid deployment bags that contain essential equipment (i.e., long guns, ballistic shields) have been purchased.

22. Additional Public Safety Staff

Public Safety added two police officers to the staff in December 2008, increasing the total number to 17. The department also hired seven additional security officers bringing their numbers to 19. Six of the seven newly hired security officers will become police officers provided they successfully complete their probationary period and the police academy. This will bring the number of campus police officers up to 22 from six in 2007. Two more security officers will be hired in the fall and will attend the police academy in spring or summer 2009. The goal is to have a total of 36 patrol officers—24 police and 12 security officers. The department also hired two additional communication workers, which permits Public Safety to have two dispatchers working around the clock.

23. Increase Patrols

Public Safety has increased the number of officers working the overnight hours with the creation of a "power shift" that overlaps the times when staff arrive and leave. This allows Public Safety to have 10 to 14 patrol officers on duty during the late-evening to early-morning hours.

24. Promote Safe Walk & Ride

The Safe Walk & Ride Program is an enhanced escort program designed to offer safe rides to and from campus or from one off campus residence to another off-campus residence. Public Safety has assigned three officers, Student Community Policing Practitioners and two marked vehicles to perform this service. The program has been in existence for more than 20 years, but was expanded to its current size in spring 2008.

25. Expand the Student Community Policing Practitioners (SCPP) Program

The Student Community Policing Practitioners have taken on the added responsibility of dispatching the Safe Walk & Ride Program. The SCPPs continue to provide walking escorts and serve as proctors in select residence halls, Campbell Library and Rowan Hall. These students also assist Public Safety during major events.

26. Create a Student Patrol Program

The Student Patrol Program was developed in conjunction with the Law and Justice Program at Rowan. Thirteen junior and senior Law and Justice majors were offered paid internships and help Public Safety patrol the campus. Their primary duties include patrolling pathways, parking lots and around residence halls and academic buildings late at night and into the early morning hours.

27. Establish a K-9 Unit

Officer Tom Redman and Brix, a German Shepherd, are on their second stage of training (patrolling techniques). Officer Bruce Vigliotta and Manci, also a German Shepherd, are completing the first stage of training for handler and dog.

28. Increase Student Programming

Student Affairs has significantly increased the amount of programming offered to students Thursday, Friday and Saturday evenings from 9 p.m. to 1 a.m.—peak social hours. The umbrella theme is “Rowan After Hours,” which is funded partly through designated student activities fees.

Although not part of the committee’s work, it is important to mention that Student Affairs also created a task force to address challenges related to student use of alcohol, tobacco and other drugs (ATOD)—problems common on campuses across the country. The group is tackling issues such as ATOD policies, orientation programs, mandatory education and assessment for those with ATOD violations, fines and parental notification for ATOD violations, among other issues. Rowan University has undergone a significant transformation in its strategic planning and implementation of substance use prevention and education.

29. Personal Safety Programs

Campus Police continue to present the popular Rape Aggression Defense Course (“RAD”) to groups of women free of charge.

27. Additional Blue Light Phone Stations

Public Safety has added 28 new blue light phones and replaced seven older phones across the campus. Rowan now has 80 stations on campus as of Fall 2008.

30. Creation of Back-Up and Off-Campus Data Centers

Although the University data system has back-up systems, there was a need to have a back-up system in a different locale. The back-up data center site has been created and all critical University systems will be duplicated if the primary center is damaged. The back-up center is expected to be fully operational by December 2008.

31. Health-Related Personal Protection Equipment

The Health Center will begin to incrementally stockpile the necessary personal protection equipment (i.e., eye and face protection, gloves) that would be needed for care providers during a moderate flu outbreak (3 to 30 percent of the University).

Will be Reconsidered at a Later Date

32. Improve Amplification of Cell Phone Reception

The University has few options:

- Require that all students belong to the same carrier and have that carrier install extra antennas on campus.
- Install a local wireless network, consisting of exterior emitters on telephone poles, lampposts and rooftops, at a cost of approximately \$2 million.
- Install an in-building wireless network at a cost of more than \$4 million.

33. Campus Sirens/Audible and Visual Devices

Feedback from other campuses indicates that sirens are often ignored and end up being ineffective.

34. Emergency Equipment and Food Supplies

The University has an adequate supply of food on hand to feed students if there were a short-term quarantine mandated. It does not have ample supplies for a long-term scenario.

37. Electronic Message Signs at Ends of Campus

Installing programmable electronic signs at the entrances of the University would be very costly.

Committee Members

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Jennifer Bell, Web Services
Joe Cardona, Media & Public Relations
Robert Fleming, Management & MIS
Jim Henderson, Information Resources
Richard Jones, Student Affairs
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