Providing information and services that enhance personal safety is at the core of public safety at the University of Alabama. Over the last several years we have used the process of self-assessment and feedback from the University community to upgrade and improve the quality of information, delivery systems, and services provided.

Changes made range from process changes or enhancements, to technological changes and or enhancements. For example, most of the new employee training at one time was taught in small classes face-to-face. Feedback allowed us to see issues with uniformity of information varying from instructor to instructor and scheduling issues due to different shifts. The decision was made to move the majority of the instruction online. That decision, resulting from feedback and self-assessment, allowed for many improvements to both the quality of the training and removal of scheduling issues. The new system allows for randomized testing to measure the effectiveness of the training and it allows new employees to take the training from their desktop based on their work schedule and not the trainers.

Mission / Purpose

To partner with members of the University community to maintain an environment of safety conducive to the accomplishment and fulfillment of the University of Alabama's overall mission by providing information and services that enhance personal safety and protect resources.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Offer Educational Programs about Personal Safety, Crime Prevention and Local/State Laws
Offer educational programs about personal safety, crime prevention, and local/state laws to the University's students, faculty, and staff who are living on-campus and also in the surrounding neighborhoods near the campus.

Connected Document
Public Safety Timetable

Related Measures

M 1: Track the Number of Attendees at Educational Programs
UAPD will track the number of attendees to its crime prevention and personal safety awareness educational programs for students and community members living on-campus and also in the surrounding neighborhoods near the UA campus. Increases in attendees represent more students and surrounding community citizens becoming educated about personal safety, crime prevention, and local/state laws. (This information is benchmarked to determine interest and participation in offered educational programs.)

Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target:
No target established.

Finding (2013-2014) - Target: Met
Programs: 283  Attendance: 27336

Benchmark:
Programs: 289  Attendance: 19716

The benchmarks were exceeded, indicating more students and surrounding community citizens were educated about personal safety, crime prevention, and state and local laws.

Interpretation and Conclusion:
The assessment and subsequent changes of educational efforts made due to a reorganization of community policing resources and changes in the delivery methods of educational programming in housing is regarded as successful due to the attendance benchmark being exceeded by 7,620 even though there were 6 few programs.
Related Action Plans (by Established cycle, then alpha):

Stable leadership and staffing will lead to better results
Established in Cycle: 2011-2012
Plan: Stable leadership and staffing within the unit primarily responsible for programming will allow the department to continue to improve its services and programs.

Assessment of Education Efforts
Established in Cycle: 2012-2013
An assessment of educational efforts is in order due to a reorganization of community policing resources and to changes in the environment.

For full information, see the Details of Action Plans section of this report.

M 2: Develop and Distribute a Survey
Develop and distribute a survey to garner feedback from students and UA community constituents to determine the effectiveness of communication modes used by UAPD (websites, training programs, and printed publications) of crime prevention and safety programs. The survey will be made available at crime prevention and safety programs and on the
Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target:
To continue to increase the amount of safety information distributed.

Related Action Plans (by Established cycle, then alpha):
Continued increase of safety information distributed
Established in Cycle: 2011-2012
Plan: To continue the increase in safety information distributed through focused outreach. An increased use of the UAPD home...

Assess current communication platforms and stay current and relevant.
Established in Cycle: 2012-2013
The manner in which students interact with digital technology continues to evolve. In order to be effective, UAPD must adapt with...

For full information, see the Details of Action Plans section of this report.

M 3: Develop a Trend Analysis Report
University crime statistics are captured and reported on an annual basis in accordance with the Clery Act. UAPD will develop a trend analysis report spring 2014 that will summarize the types of crimes reported for the preceding three-year period and will use this report as a tool to review existing crime prevention/safety training programs. If needs are identified, crime prevention/safety training presentations and publications will be developed and/or enhanced to ensure they are addressing current trends in reported crime activity. Any new and/or existing crime prevention/safety training programs that are revised will be tracked and documented.

Source of Evidence: Benchmarking

OthOtm 2: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents
Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents that occur at The University of Alabama.

Connected Document
Public Safety Timetable

Related Measures

M 4: UAPD will randomly survey crime victims to assess satisfaction
UAPD will randomly survey crime victims to assess satisfaction with the responsiveness and quality of investigative services the department provides. Success will be determined by achieving 75% positive survey responses (agree/strongly agree) from those surveyed.

Source of Evidence: Client satisfaction survey (student, faculty)

Connected Document
Public Safety Timetable

Target:
A goal of 75% positive response to the survey.

Related Action Plans (by Established cycle, then alpha):
Increased emphasis by leadership and clearly defining the measure of responsiveness.
Established in Cycle: 2011-2012
Plan: Leadership will continue to emphasize the importance of timely and effective follow through in criminal cases. It was...

Review Survey Instrument
Established in Cycle: 2012-2013
Leadership will assess this possible linkage and review the survey instrument to determine if there are other questions that wo...
M 5: UAPD will evaluate the timeliness of initial follow-up investigative contacts
UAPD will evaluate the timeliness of initial follow-up investigative contacts. Success will be determined by making an initial investigative contact within 72 hours of the time the case is assigned 75% of the time.
Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target:
The goal established for the year was for the Investigations unit to make first contact with the complainant with in 72 hours 75% of the time.

Related Action Plans (by Established cycle, then alpha):
The correlation between goals and community expectations will be explored further
Established in Cycle: 2011-2012
Plan: While the numbers suggest that the investigative unit is exceeding their first contact goal, it has not made a directly...

Review Survey Instrument
Established in Cycle: 2012-2013
Leadership will assess this possible linkage and review the survey instrument to determine if there are other questions that wou...

For full information, see the Details of Action Plans section of this report.

OthOtcn 3: Implement and Monitor UAPD Pilot Program
UAPD will implement and monitor the effectiveness of a modified version of CompStat, which is an established organizational management tool used by many larger law enforcement agencies. This will be a pilot program for the University in which UAPD supervisors will be assigned to specific zones within and surrounding the University Campus. These supervisors are to be considered the department’s expert (as to crime activity) related to the assigned area of the campus and surrounding community. Effective spring 2014, UAPD will conduct twice a month information sharing meetings between UAPD management and its police supervisors. This time will be used to analyze and discuss crimes reported and to develop strategies to solve problems, reduce crime and ultimately improve the safety in an assigned area.

Related Measures

M 14: Conduct Twice a Month Information Sharing Meetings
UAPD will conduct twice a month information-sharing meetings between UAPD management and police supervisors. This time will be used to analyze and discuss crimes reported and to develop strategies to solve problems, reduce crime, and ultimately improve the safety within an assigned area. Documentation will occur via a combination of crime reports and official minutes of the meeting.
Source of Evidence: Document Analysis

M 15: Develop Report Summarizing Reports of Pilot Program
After an initial implementation and documentation period of approximately one year, a report will be developed summarizing the results of the pilot program including identification of successful crime reduction efforts, crime prevention programs developed as a result of identified issues, policy or procedural changes, and a recommendation to continue or not continue with this practice at the University of Alabama.
Source of Evidence: Document Analysis

OthOtcn 4: Educate UA community members about lab and work place safety procedures
Educate UA community members about lab and work place safety procedures with emphasis on regulatory compliance and accident prevention.

Related Measures

M 6: EHS will present lab safety and work place safety educational programs in online and classroom type training
EHS will present lab safety and work place safety educational programs in classroom type training and using online Skillsoft Training platform. Success will be determined by comparing the number of programs that are provided and the number of participants with benchmarks established from previous years.
Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target:
No target specified

Related Action Plans (by Established cycle, then alpha):
Improved data collection via the Skillsoft training system.
Established in Cycle: 2011-2012
Prior to the deployment of skillsoft academy EHS was unable to track new hires, student enrollment in particular classes and o...

For full information, see the Details of Action Plans section of this report.

M 7: EHS will Revise and Update policy & procedural manuals
In correlation to the National Institute of Health and other Federal and state agencies changing requirement and updating policies and procedures, EHS will review all UA associated policies and procedures to maintain compliance.
Success will be measured by reviewing at least 95% of all related polices and procedures.

Source of Evidence: Document Analysis

OthOtcn 5: Monitor and respond to unsecure alarmed doors for University buildings and conduct mobile and static parking lot monitoring
Monitor and respond to unsecure alarmed doors for University buildings and conduct mobile and static parking lot monitoring.

Connected Document
Public Safety Timetable

Related Measures

M 8: Security Resources will clear “held open” door alarms
Security Resources will clear “held open” door alarms. Success will be determined if alarms are cleared within 5 minutes 90% of the time.

Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target:
90% of the time clear the door held open alarm within 5 minutes

M 9: Security Resources will provide mobile and static coverage of major residential parking lots
Security Resources will provide mobile and static coverage of major residential parking lots from 4:30 p.m. until 7:30 a.m. seven days a week. Success will be determined by reviewing daily activity logs to determine if coverage occurred.

Source of Evidence: Activity volume

Connected Document
Public Safety Timetable

Target:
no target specified

OthOtcn 6: Provide physical security and educational programming/information to the UA community
Provide physical security to the UA community by identifying, installing, and maintaining equipment that protects resources of the University and provide educational programming/information for students, parents, and property owners about the preferred residential rental education program, Crimson Choice.

Connected Document
Public Safety Timetable

Related Measures

M 10: Access Control will utilize crime prevention through environmental design practices to identify areas of risk
Access Control will utilize crime prevention through environmental design practices to identify areas of risk within the University community. Success will be determined by identifying and minimizing risk factors in 5 different existing areas and or buildings.

Source of Evidence: Administrative measure - other

Connected Document
Public Safety Timetable

Target:
Success will be determined by identifying and minimizing risk factors in 5 different existing areas and or buildings.

M 11: Crimson Choice will help students, Parents and others make more informed decisions when selecting Off campus Housing.
Crimson Choice® helps parents and students make more informed decisions when selecting off-campus housing.

Each year Crimson Choice® property inspectors evaluate rental properties of owners who volunteer for the program. Using over 50 criteria, they score the physical security of the property. They look at things such as the quality of the doors, locks, windows and even if the grounds are well maintained. Properties meeting strict standards are approved and listed as Crimson Choice® properties on the web site. Success will be determined by increasing the number of contacts, programming, and enrolled properties using previous data as a benchmark.

Source of Evidence: Activity volume

Connected Document
Public Safety Timetable

Target:
no target established

Related Action Plans (by Established cycle, then alpha):

Review of Advertising effectiveness
Established in Cycle: 2012-2013
In order to drive people to our website we will evaluate the effectiveness of our current advertising and assess if we need addi...

For full information, see the Details of Action Plans section of this report.

OthOtcn 7: Improve the University's ability to prevent/mitigate, prepare, respond and recover from
Improve the University’s ability to prevent/mitigate, prepare, respond and recover from emergencies.

Connected Document
Public Safety Timetable

Related Measures

M 12: Emergency Preparedness will enhance emergency awareness and preparedness of UA community members
Emergency Preparedness will enhance emergency awareness and preparedness of UA community members by providing educational presentations and training. Success will be determined by providing two NIMS classes, two emergency preparedness awareness classes, and facilitating an exercise to test the University’s capabilities for emergency response, emergency notification process, and evacuation procedures.

Source of Evidence: Activity volume

Connected Document
Public Safety Timetable

Target:
Success will be determined by conducting two Active Shooter Training Sessions, one NIMS course and Review/Update of the game-day severe weather plan.

M 13: Emergency Preparedness will review and update academic and administrative support unit emergency operations plan.
Emergency preparedness will review and update the Academic and Administrative Support Unit Emergency Operations Plan as changes occur in personnel, contact information, and or building changes/remodeling necessitate updating the information. Success will be measured by keeping the plan up-to-date with accurate information.

Source of Evidence: Document Analysis

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Continued increase of safety information distributed
Plan: To continue the increase in safety information distributed through focused outreach. An increased use of the UAPD home web page will be explored as a means of distributing safety tips and services offered, and the introduction of a web page counter will be explored to evaluate digital distribution.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Develop and Distribute a Survey | Outcome/Objective: Offer Educational Programs about Personal Safety, Crime Prevention and Local/State Laws

Projected Completion Date: 07/2013

Improved data collection via the Skillsoft training system.
Prior to the deployment of skillsoft academy EHS was unable to track new hires, student enrollment in particular classes and other vital information needed to provide the training desired. Skillsoft will be able to alert EHS to new hires and according to the person’s Organization code assign the courses needed. This also works for departments or organizations that may have a need for specialized training, e.g. chemistry, engineering. With the addition of the student data (late July early August) skill-soft will be able to assign class or lab required training to specific students based on their class schedule. This removes the delay in waiting for the instructor to notify EHS, and a subsequent delay for the student as they were forced to wait until the training had been graded. While there will still be a need for some classroom style training, the percentage of classroom style versus on-line training has effectively been reversed with 70% of training now being done within skillsoft.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: EHS will present lab safety and work place safety educational programs in online and classroom type training | Outcome/Objective: Educate UA community members about lab and work place safety procedures

Projected Completion Date: 08/2012
Responsible Person/Group: EHS
Additional Resources: none

Increased emphasis by leadership and clearly defining the measure of responsiveness.
Plan: Leadership will continue to emphasize the importance of timely and effective follow through in criminal cases. It was also noted that the responsiveness measure in the survey was not clearly defined. The structure of the survey question will also be examined to ensure clarity is present in the question. Means for wider distribution of the survey will be explored to ensure the most comprehensive view of the community perceptions is obtained.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: UAPD will randomly survey crime victims to assess satisfaction | Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents
**Stable leadership and staffing will lead to better results**

Plan: Stable leadership and staffing within the unit primarily responsible for programming will allow the department to continue to expand programming to include a greater number of off-campus community members as well as on-campus community members.

**Established in Cycle:** 2011-2012  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* Track the Number of Attendees at Educational Programs  
*Outcome/Objective:* Offer Educational Programs about Personal Safety, Crime Prevention and Local/State Laws

**Projected Completion Date:** 07/2013

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**The correlation between goals and community expectations will be explored further**

Plan: While the numbers suggest that the investigative unit is exceeding their first contact goal, it has not made a directly proportionate translation to the survey. A possible explanation may be that survey participants do not have the same expectations as our goal. The correlation between goals and community expectations will be explored further and effort to ensure timely first contacts will continue.

**Established in Cycle:** 2011-2012  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* UAPD will evaluate the timeliness of initial follow-up investigative contacts  
*Outcome/Objective:* Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

**Projected Completion Date:** 07/2013

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**Assess current communication platforms and stay current and relevant.**

The manner in which students interact with digital technology continues to evolve. In order to be effective, UAPD must adapt with current trends to ensure the communication is relevant and received.

**Established in Cycle:** 2012-2013  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* Develop and Distribute a Survey  
*Outcome/Objective:* Offer Educational Programs about Personal Safety, Crime Prevention and Local/State Laws

**Implementation Description:** Monitor current trends in the delivery of communications and adapt to utilize the most relevant platforms.

**Projected Completion Date:** 08/2014  
**Responsible Person/Group:** UAPD senior Leadership  
**Additional Resources:** N/A

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**Assessment of Education Efforts**

An assessment of educational efforts is in order due to a reorganization of community policing resources and to changes in the emphasis and delivery methods of educational programming in housing.

**Established in Cycle:** 2012-2013  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* Track the Number of Attendees at Educational Programs  
*Outcome/Objective:* Offer Educational Programs about Personal Safety, Crime Prevention and Local/State Laws

**Projected Completion Date:** 08/2014  
**Responsible Person/Group:** UAPD senior Leadership  
**Additional Resources:** N/A

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**Review of Advertising effectiveness**

In order to drive people to our website we will evaluate the effectiveness of our current advertising and assess if we need additional advertising or change how we advertise.

**Established in Cycle:** 2012-2013  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* Crimson Choice will help students, Parents and others make more informed decisions when selecting Off campus Housing  
*Outcome/Objective:* Provide physical security and educational programming/information to the UA community

**Implementation Description:** Review advertising effectiveness by monitoring the website traffic

**Projected Completion Date:** 08/2014  
**Responsible Person/Group:** Crimson Choice Director  
**Additional Resources:** None

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**Review Survey Instrument**

Leadership will assess this possible linkage and review the survey instrument to determine if there are other questions that would more accurately rate responsiveness and also will assess how to more effectively communicate reasonable response and follow-up expectations to community members.
Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will randomly survey crime victims to assess satisfaction
  Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Projected Completion Date: 08/2014
Responsibility Person/Group: UAPD Senior Leadership
Additional Resources: N/A

Review Survey Instrument
Leadership will assess this possible linkage and review the survey instrument to determine if there are other questions that would more accurately rate responsiveness and also will assess how to more effectively communicate reasonable response and follow-up expectations to community members.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will evaluate the timeliness of initial follow-up investigative contacts
  Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Implementation Description: Using beach marking UAPD will review with other departments and law enforcement leadership on how they assess this function and how they measure their effectiveness.
Projected Completion Date: 08/2014
Responsibility Person/Group: UAPD Senior Leadership
Additional Resources: N/A
Mission / Purpose

To partner with members of the University community to maintain an environment of safety conducive to the accomplishment and fulfillment of the University of Alabama’s overall mission by providing information and services that enhance personal safety and protect resources.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcn 1: Educate UA community members about personal safety, crime prevention, and local/state laws

Educate UA community members about personal safety, crime prevention, and local/state laws.

Related Measures

M 1: UAPD will present crime prevention and personal safety awareness educational programs

UAPD will present crime prevention and personal safety awareness educational programs for students and community members living on-campus and also in the surrounding neighborhoods near the UA campus. Success will be determined by comparing the number of programs that are conducted and the number of participants who attend with benchmarks established using data from previous years.

Source of Evidence: Benchmarking

Target: No target established.

Finding (2012-2013) - Target: Met

Summary of Results:

- Programs: 293  Attendance: 22835
- Benchmark:
  - Programs: 289  Attendance: 19716

The assessment benchmarks previously established were exceeded.

Interpretation and Conclusion:

Although the benchmarks were exceeded, an assessment of educational efforts is in order due to a reorganization of community policing resources and to changes in the emphasis and delivery methods of educational programming in housing.

Related Action Plans (by Established cycle, then alpha):

Stable leadership and staffing will lead to better results

Established in Cycle: 2011-2012

Plan: Stable leadership and staffing within the unit primarily responsible for programming will allow the department to conti...

Assessment of Education Efforts

Established in Cycle: 2012-2013

An assessment of educational efforts is in order due to a reorganization of community policing resources and to changes in the e...

For full information, see the Details of Action Plans section of this report.

M 2: UAPD will publish and distribute information about crime prevention, personal safety, and law enforcement services

UAPD will publish and distribute information about crime prevention, personal safety, and law enforcement services offered to the UA community. Success will be determined by evaluating the number of printed publications distributed and the number of points of distribution in the community using previous data as a benchmark.

Source of Evidence: Benchmarking

Target: To continue to increase the amount of safety information distributed.
**Finding (2012-2013) - Target: Met**

**Results Summary:**
The number of distribution points for safety information has remained consistent over the previous four previous years. The emphasis on web and digital (kiosk, etc) distribution of information has increased in the last year.

**Interpretation and Conclusion:**
Communication efforts will be reviewed in the coming year to ensure that the digital information is being presented in a manner that meets audience needs. The manner in which students interact with digital technology continues to evolve. In order to be effective, UAPD must adapt with current trends to ensure the communication is relevant and received.

**Related Action Plans (by Established cycle, then alpha):**
- **Continued increase of safety information distributed**
  - *Established in Cycle:* 2011-2012
  - **Plan:** To continue the increase in safety information distributed through focused outreach. An increased use of the UAPD home...
- **Assess current communication platforms and stay current and relevant.**
  - *Established in Cycle:* 2012-2013
  - The manner in which students interact with digital technology continues to evolve. In order to be effective, UAPD must adapt with...

For full information, see the Details of Action Plans section of this report.

**OthOtcm 2: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents**

Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents that occur at The University of Alabama.

**Connected Document**
[Public Safety Timetable](#)

**Related Measures**

**M 3:** UAPD will randomly survey crime victims to assess satisfaction

UAPD will randomly survey crime victims to assess satisfaction with the responsiveness and quality of investigative services the department provides. Success will be determined by achieving 75% positive survey responses (agree/strongly agree) from those surveyed.

Source of Evidence: Client satisfaction survey (student, faculty)

**Connected Document**
[Public Safety Timetable](#)

**Target:**
A goal of 75% positive response to the survey.

**Finding (2012-2013) - Target: Partially Met**

**Results Summary:**
Survey data indicated that 78% of respondents positively rated the quality of services rendered by UAPD. However, the overall number of individuals submitting surveys is still less than desired, and the categories "follow up after initial service" and "response time" remain less than 70%.

**Interpretation and Conclusion:**
The number of respondents who rate response time and follow-up after initial service less than satisfactory seems to contradict the timeliness of follow-up contact as reported in measure four. One possible explanation could be a divergence in between community member expectations and the timeliness realistically that can be achieved.

**Related Action Plans (by Established cycle, then alpha):**
- **Increased emphasis by leadership and clearly defining the measure of responsiveness.**
  - *Established in Cycle:* 2011-2012
  - **Plan:** Leadership will continue to emphasize the importance of timely and effective follow through in criminal cases. It was ...
- **Review Survey Instrument**
  - *Established in Cycle:* 2012-2013
  - Leadership will assess this possible linkage and review the survey instrument to determine if there are other questions that we...

For full information, see the Details of Action Plans section of this report.

**M 4:** UAPD will evaluate the timeliness of initial follow-up investigative contacts

UAPD will evaluate the timeliness of initial follow-up investigative contacts. Success will be determined by making an initial investigative contact within 72 hours of the time the case is assigned 75% of the time.

Source of Evidence: Benchmarking

**Connected Document**
[Public Safety Timetable](#)
**Target:**
The goal established for the year was for the Investigations unit to make first contact with the complainant within 72 hours 75% of the time.

**Finding (2012-2013) - Target: Met**

**Results Summary:**
Data for the 2012-2013 academic year reflects that UAPD investigators made initial investigative follow-up contacts within 72 hours of the time the case was assigned 83% of the time. This exceeds the goal of 75% established for this period.

**Interpretation and Conclusion:**
The number of respondents who rate response time and follow-up after initial service less than satisfactory seems to contradict the timeliness of follow-up contact as reported in measure four. One possible explanation could be a divergence in between community member expectations and the timeliness realistically that can be achieved.

**Related Action Plans (by Established cycle, then alpha):**
- The correlation between goals and community expectations will be explored further
  - Established in Cycle: 2011-2012
  - Plan: While the numbers suggest that the investigative unit is exceeding their first contact goal, it has not made a directly...
- Review Survey Instrument
  - Established in Cycle: 2012-2013
  - Leadership will assess this possible linkage and review the survey instrument to determine if there are other questions that wou...

For full information, see the Details of Action Plans section of this report.

**OthOtcn 3: Educate UA community members about lab and work place safety procedures**
Educate UA community members about lab and work place safety procedures with emphasis on regulatory compliance and accident prevention.

**Connected Document**
Public Safety Timetable

**Related Measures**

**M 5: EHS will present lab safety and work place safety educational programs in online and classroom type training**
EHS will present lab safety and work place safety educational programs in classroom type training and using online Skillsoft Training platform. Success will be determined by comparing the number of programs that are provided and the number of participants with benchmarks established from previous years.

**Source of Evidence:** Benchmarking

**Connected Document**
Public Safety Timetable

**Target:**
No target specified

**Finding (2012-2013) - Target: Met**

**RESULTS SUMMARY:**
Comparing this collection period over the past two we can see marked increases in not only classroom style training 1500 people versus 755 in 2012 and 363 in 2011 but we also see an increase in the Skill-soft Academy training 23263 with completed 17447 or 75% versus last year numbers of 2709 with 1076 completed or 40%.

**CONCLUSION AND INTERPRETATION:**
While some of the increase in numbers can be attributed to the growth in the total number of students, the increase far outpaced the percentage of growth.

**Related Action Plans (by Established cycle, then alpha):**
- Improved data collection via the Skillsoft training system.
  - Established in Cycle: 2011-2012
  - Prior to the deployment of skillsoft academy EHS was unable to track new hires, student enrollment in particular classes and o...

For full information, see the Details of Action Plans section of this report.
OthOtcm 4: Monitor and respond to unsecure alarmed doors for University buildings and conduct mobile and static parking lot monitoring

- Monitor and respond to unsecure alarmed doors for University buildings and conduct mobile and static parking lot monitoring.

Connected Document
Public Safety Timetable

Related Measures

M 6: Security Resources will clear “held open” door alarms

- Security Resources will clear “held open” door alarms. Success will be determined if alarms are cleared within 5 minutes 90% of the time.

Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target:
- no target specified

Finding (2012-2013) - Target: Met

RESULTS SUMMARY:

Review of door held open alarm data shows that the held open door alarms were cleared within 5 minutes 91% of the time.

INTERPRETATION AND CONCLUSION:

Even though the data indicates that we were successful in clearing the held open door alarms within 5 minutes, we want to increase the percentage in order to serve the University community better.

M 7: Security Resources will provide mobile and static coverage of major residential parking lots

- Security Resources will provide mobile and static coverage of major residential parking lots from 4:30 p.m. until 7:30 a.m. seven days a week. Success will be determined by reviewing daily activity logs to determine if coverage occurred.

Source of Evidence: Activity volume

Connected Document
Public Safety Timetable

Target:
- no target specified

Finding (2012-2013) - Target: Met

RESULTS SUMMARY:

During this assessment period, Security Resources provided coverage of mobile and static parking lot duties 100% of the time.

INTERPRETATION AND CONCLUSION:

Security Resources met the goal of providing static and mobile coverage for the University's high traffic parking lots and were able to provide a service to our community that played a part in reducing the potential for criminal activity.

OthOtcm 5: Provide physical security and educational programming/information to the UA community

Provide physical security to the UA community by identifying, installing, and maintaining equipment that protects resources of the University and provide educational programming/information for students, parents, and property owners about the preferred residential rental education program, Crimson Choice.

Connected Document
Public Safety Timetable

Related Measures

M 8: Access Control will utilize crime prevention through environmental design practices to identify areas of risk

- Access Control will utilize crime prevention through environmental design practices to identify areas of risk within the University community. Success will be determined by identifying and minimizing risk factors in 5 different existing areas and or buildings.

Source of Evidence: Administrative measure - other

Connected Document
Public Safety Timetable

Target:
- Success will be determined by identifying and minimizing risk factors in 5 different existing areas and or buildings.

Finding (2012-2013) - Target: Met

Summary of Results:

This past year was another busy one with many upgrades, renovations and new buildings/areas added to campus. Access Control was able to work with construction administration and assist in the design to help minimize risk factors in over 20 areas. These included outside areas such as the new east commuter lot and New structures like the North Energy research center. The Classroom project, the upgrade to include a new access control security software system and place the majority of classrooms, and computer labs on campus on access control began, and we currently have over 200 doors controlled for this project. Phase 2 will look
at Rowand Johnson, Manly, Morgan and Bidgood halls class rooms and labs.

INTERPRETATION AND CONCLUSION:

While this past years has been a success, we cannot let our guard down or rest on past achievements, we must continue to press forward as a whole in implementing CPTED strategies across the campus on a Daily basis. The 4 basic elements of CPTED are: 1. Natural access control 2. Natural surveillance 3. Territorial reinforcement and 4. Maintenance. Of the 4, maintenance is perhaps the most important, because once you have achieved the first 3, you must maintain the progress made and continue to move forward. We will continue to emphasize the maintenance of the areas we have already impacted and continue to address new areas that come up for review.

M 9: Crimson Choice will help students, Parents and others make more informed decisions when selecting Off campus Housing.

Crimson Choice® helps parents and students make more informed decisions when selecting off-campus housing.

Each year Crimson Choice® property inspectors evaluate rental properties of owners who volunteer for the program. Using over 50 criteria, they score the physical security of the property. They look at things such as the quality of the doors, locks, windows and even if the grounds are well maintained. Properties meeting strict standards are approved and listed as Crimson Choice® properties on the web site. Success will be determined by increasing the number of contacts, programming, and enrolled properties using previous data as a benchmark.

Source of Evidence: Activity volume

Connected Document: Public Safety Timetable

Target: no target established

Finding (2012-2013) - Target: Met

SUMMARY OF RESULTS:

During the Last assessment period Crimson Choice reached out to 2196 students in various environments using the time to help the students make a more informed decision on what to look for in off campus housing. Our website received over 12,951 hits as students, prospective students, parents, staff and faculty used the tools on the website to research local rental properties that are enrolled in Crimson Choice. Crimson Choice also uses advertising the Tuscaloosa Apartment guide, it’s website, the University parents guide and the Campus Visitors guide to reach out to the university community and assist them in making educated decisions. During this past school year Crimson choice also distributed over 3,200 flashlights and alert whistles to students, parents and Faculty / Staff. Crimson Choice also worked together with the office of Emergency preparedness and the office of University relations to distribute to students in off campus housing over 10,000 copies of an educational brochure entitled “If a Significant Emergency or Dangerous Situation Impacts the University Campus.”

INTERPRETATION AND CONCLUSION

During the last assessment period we increased our one - on - one time with the students reaching more than a thousand more than the previous year, however our website visits were down a bit. The whistle alert program and flashlights continue to be a successful way to reach out to the community. We will examine additional advertising venues to drive up the awareness of our website.

Related Action Plans (by Established cycle, then alpha):

Review of Advertising effectiveness
Established in Cycle: 2012-2013
In order to drive people to our website we will evaluate the effectiveness of our current advertising and assess if we need addi...

For full information, see the Details of Action Plans section of this report.

OthOtcm 6: Improve the University's ability to prevent/mitigate, prepare, respond and recover from emergencies

Improve the University's ability to prevent/mitigate, prepare, respond and recover from emergencies.

Connected Document: Public Safety Timetable

Related Measures

M 10: Emergency Preparedness will enhance emergency awareness and preparedness of UA community members

Emergency Preparedness will enhance emergency awareness and preparedness of UA community members by providing educational presentations and training. Success will be determined by providing two NIMS classes, two emergency preparedness awareness classes, and facilitating an exercise to test the University's capabilities for emergency response, emergency notification process, and evacuation procedures.

Source of Evidence: Activity volume
Target:
Success will be determined by providing two NIMS classes, two emergency preparedness awareness classes, and facilitating an exercise to test the University’s capabilities for emergency response, emergency notification process, and evacuation procedures.

Finding (2012-2013) - Target: Met
RESULTS SUMMARY:
During the assessment period of 2012-2013 Emergency Preparedness conducted 3 NIMS classes, 6 emergency preparedness awareness training classes and a test exercise to test the University’s capabilities for emergency response, emergency notification process, and evacuation procedures.

- NIMS 100 Training April 15, 2013
- NIMS 100 Training May 2, 2013
- NIMS 100 Training May 13, 2013
- Emergency Awareness Class Oct. 8, 2012
- Emergency Awareness Class Dec. 6, 2012
- Emergency Awareness Class March 14, 21013
- Active Shooter Training March 22, 2103
- Active Shooter Training April 29, 2013
- Active Shooter Training Exercise / Hazmat lab Exercise at Somerville Hall May 9th 2013
- Active Shooter Training June 7, 2013

INTERPRETATION AND CONCLUSION:
The goals established were met and exceeded. Due to issues faced in the world today, information and preparedness for emergency situations must continuously be refreshed in our workplace and our lives. Emergency preparedness must continue to provide these classes and training sessions so that the University community can continue to be prepared.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

**Continued increase of safety information distributed**

Plan: To continue the increase in safety information distributed through focused outreach. An increased use of the UAPD home web page will be explored as a means of distributing safety tips and services offered, and the introduction of a web page counter will be explored to evaluate digital distribution.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: UAPD will publish and distribute information about crime prevention, personal safety, and law enforcement services | Outcome/Objective: Educate UA community members about personal safety, crime prevention, and local/state laws
Projected Completion Date: 07/2013

**Improved data collection via the Skillsoft training system.**

Prior to the deployment of skillsoft academy EHS was unable to track new hires, student enrollment in particular classes and other vital information needed to provide the training desired. Skillsoft will be able to alert EHS to new hires and according to the person’s Organization code assign the courses needed. This also works for departments or organizations that may have a need for specialized training, e.g. chemistry, engineering. With the addition of the student data (late July early August) skill-soft will be able to assign class or lab required training to specific students based on their class schedule. This removes the delay in waiting for the instructor to notify EHS, and a subsequent delay for the student as they were forced to wait until the training had been graded. While there will still be a need for some classroom style training, the percentage of classroom style versus on-line training has effectively been reversed with 70% of training now being done within skillsoft.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: EHS will present lab safety and work place safety educational programs in online and classroom type training | Outcome/Objective: Educate UA community members about lab and work place safety procedures
Projected Completion Date: 08/2012
Responsible Person/Group: EHS
Additional Resources: none

**Increased emphasis by leadership and clearly defining the measure of responsiveness.**

Plan: Leadership will continue to emphasize the importance of timely and effective follow through in criminal cases. It was also noted that the responsiveness measure in the survey was not clearly defined. The structure of the survey question will also be examined to ensure clarity is present in the question. Means for wider distribution of the survey will be explored to ensure the most comprehensive view of the community perceptions is obtained.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will randomly survey crime victims to assess satisfaction | Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Projected Completion Date: 07/2013

Stable leadership and staffing will lead to better results

Plan: Stable leadership and staffing within the unit primarily responsible for programming will allow the department to continue to expand programming to include a greater number of off-campus community members.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will present crime prevention and personal safety awareness educational programs | Outcome/Objective: Educate UA community members about personal safety, crime prevention, and local/state laws

Projected Completion Date: 07/2013

The correlation between goals and community expectations will be explored further

Plan: While the numbers suggest that the investigative unit is exceeding their first contact goal, it has not made a directly proportionate translation to the survey. A possible explanation may be that survey participants do not have the same expectations as our goal. The correlation between goals and community expectations will be explored further and effort to ensure timely first contacts will continue.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will evaluate the timeliness of initial follow-up investigative contacts | Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Projected Completion Date: 07/2013

Assess current communication platforms and stay current and relevant.

The manner in which students interact with digital technology continues to evolve. In order to be effective, UAPD must adapt with current trends to ensure the communication is relevant and received.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will publish and distribute information about crime prevention, personal safety, and law enforcement services | Outcome/Objective: Educate UA community members about personal safety, crime prevention, and local/state laws

Implementation Description: Monitor current trends in the delivery of communications and adapt to utilize the most relevant platforms.

Projected Completion Date: 08/2014
Responsible Person/Group: UAPD senior Leadership
Additional Resources: N/A

Assessment of Education Efforts

An assessment of educational efforts is in order due to a reorganization of community policing resources and to changes in the emphasis and delivery methods of educational programming in housing.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will present crime prevention and personal safety awareness educational programs | Outcome/Objective: Educate UA community members about personal safety, crime prevention, and local/state laws

Projected Completion Date: 08/2014
Responsible Person/Group: UAPD Senior Leadership
Additional Resources: N/A

Review of Advertising effectiveness

In order to drive people to our website we will evaluate the effectiveness of our current advertising and assess if we need additional advertising or change how we advertise.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Crimson Choice will help students, Parents and others make more informed decisions when selecting Off campus Housing. | Outcome/Objective: Provide physical security and educational programming/information to the UA community
Implementation Description: Review advertising effectiveness by monitoring the website traffic
Projected Completion Date: 08/2014
Responsible Person/Group: Crimson Choice Director
Additional Resources: None

Review Survey Instrument

Leadership will assess this possible linkage and review the survey instrument to determine if there are other questions that would more accurately rate responsiveness and also will assess how to more effectively communicate reasonable response and follow-up expectations to community members.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will randomly survey crime victims to assess satisfaction | Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: UAPD will evaluate the timeliness of initial follow-up investigative contacts | Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Implementation Description: Using beach marking UAPD will review with other departments and law enforcement leadership on how they assess this function and how they measure their effectiveness.
Projected Completion Date: 08/2014
Responsible Person/Group: UAPD Senior Leadership
Additional Resources: NA
Mission / Purpose
To partner with members of the University community to maintain an environment of safety conducive to the accomplishment and fulfillment of the University of Alabama's overall mission by providing information and services that enhance personal safety and protect resources.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Educate UA community members about personal safety, crime prevention, and local/state laws
Educate UA community members about personal safety, crime prevention, and local/state laws.

Related Measures
M 1: UAPD will present crime prevention and personal safety awareness educational programs
UAPD will present crime prevention and personal safety awareness educational programs for students and community members living on-campus and also in the surrounding neighborhoods near the UA campus. Success will be determined by comparing the number of programs that are conducted and the number of participants who attend with benchmarks established using data from previous years.

Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target:
No target established.

Finding (2011-2012) - Target: Partially Met
Number of programs conducted 280, versus last year, 291 and the number of participants 20640 versus last years 19408.

Evaluation: During 2011-2012, the benchmark on number of participants reached was exceeded, despite the number of programs conducted being slightly lower than the benchmark for previous years.

Related Action Plans (by Established cycle, then alpha):
Stable leadership and staffing will lead to better results
Established in Cycle: 2011-2012
Plan: Stable leadership and staffing within the unit primarily responsible for programming will allow the department to conti...

For full information, see the Details of Action Plans section of this report.

M 2: UAPD will publish and distribute information about crime prevention, personal safety, and law enforcement services
UAPD will publish and distribute information about crime prevention, personal safety, and law enforcement services offered to the UA community. Success will be determined by evaluating the number of printed publications distributed and the number of points of distribution in the community using previous data as a benchmark.

Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target:
To continue to increase the amount of safety information distributed.

Finding (2011-2012) - Target: Met
The number of Distribution points in 2011-2012 was 55, in 2010-2011 was 60, and in 2009-2010 was 60. The number of Safer Lliving Guides distributed in 2011-2012 was 14700, in 2010-2011 was 11775, and in 2009-2010 was 11333.

Evaluation: During 2011-2012, the number of safety publications distributed increased significantly. However, five distribution points were eliminated due to demolition/construction.

Related Action Plans (by Established cycle, then alpha):
Continued increase of safety information distributed
Established in Cycle: 2011-2012
Plan: To continue the increase in safety information distributed through focused outreach. An increased use of the UAPD home...

For full information, see the Details of Action Plans section of this report.
OthOtcm 2: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents that occur at The University of Alabama.

Connected Document
Public Safety Timetable

Related Measures

M 3: UAPD will randomly survey crime victims to assess satisfaction

UAPD will randomly survey crime victims to assess satisfaction with the responsiveness and quality of investigative services the department provides. Success will be determined by achieving 75% positive survey responses (agree/strongly agree) from those surveyed.

Source of Evidence: Client satisfaction survey (student, faculty)

Connected Document
Public Safety Timetable

Target: A goal of 75% positive response to the survey.

Finding (2011-2012) - Target: Partially Met

The survey indicated that 80% responded positively to the quality of services rendered as determined by the following areas:

- Professionalism,
- Courteous and treated you with respect,
- Attentiveness/Interest,
- Knowledge base,
- Questions answered to your satisfaction,
- Your overall sense of satisfaction.

However in the area of "Responsiveness" the survey indicated only 67% of survey participants responded "positively".

Evaluation: During 2011-2012 the survey indicated that investigative services were in general meeting the expectations of crime victims within the community, but has room for improvement especially in the area or responsiveness.

Related Action Plans (by Established cycle, then alpha):

Increased emphasis by leadership and clearly defining the measure of responsiveness.

Established in Cycle: 2011-2012
Plan: Leadership will continue to emphasize the importance of timely and effective follow through in criminal cases. It was ...

For full information, see the Details of Action Plans section of this report.

M 4: UAPD will evaluate the timeliness of initial follow-up investigative contacts

UAPD will evaluate the timeliness of initial follow-up investigative contacts. Success will be determined by making an initial investigative contact within 72 hours of the time the case is assigned 75% of the time.

Source of Evidence: Benchmarking

Connected Document
Public Safety Timetable

Target: The goal established for the year was for the Investigations unit to make first contact with the complainant with in 72 hours 75% of the time.

Finding (2011-2012) - Target: Met

Records management system reports indicate there were 424 documented “first contacts” by the investigations unit. Approximately 87% of those occurred within the 72 hours case assignment. The goal for the year was 75%

Evaluation: The goal established was met.

Related Action Plans (by Established cycle, then alpha):

The correlation between goals and community expectations will be explored further

Established in Cycle: 2011-2012
Plan: While the numbers suggest that the investigative unit is exceeding their first contact goal, it has not made a directly...

For full information, see the Details of Action Plans section of this report.

OthOtcm 3: Educate UA community members about lab and work place safety procedures

Educate UA community members about lab and work place safety procedures with emphasis on regulatory compliance
and accident prevention.

**Related Measures**

**M 5:** EHS will present lab safety and work place safety educational programs in online and classroom type training

EHS will present lab safety and work place safety educational programs in classroom type training and using online Skillsoft Training platform. Success will be determined by comparing the number of programs that are provided and the number of participants with benchmarks established from previous years.

*Source of Evidence: Benchmarking*

**Target:** No target specified

**Finding (2011-2012) - Target: Partially Met**

While an increase in classroom training did show a marked increase over last years numbers, 363 in 2011 versus 755 in 2012. EHS is looking forward to being able to capture a more precise data set with the deployment of the skillsoft Academy. The skillsoft system was deployed in March of this year with 2709 training sessions assigned and 1076 currently completed. This short window of data collection alone outpaces previous manual data sets.

**Related Action Plans (by Established cycle, then alpha):**

- **Improved data collection via the Skillsoft training system.**
  *Established in Cycle: 2011-2012*
  Prior to the deployment of skillsoft academy EHS was unable to track new hires, student enrollment in particular classes and o...

  *For full information, see the Details of Action Plans section of this report.*

**OthOtcm 4:** Monitor and respond to unsecure alarmed doors for University buildings and conduct mobile and static parking lot monitoring

Monitor and respond to unsecure alarmed doors for University buildings and conduct mobile and static parking lot monitoring.

**Related Measures**

**M 6:** Security Resources will clear “held open” door alarms

Security Resources will clear “held open” door alarms. Success will be determined if alarms are cleared within 5 minutes 90% of the time.

*Source of Evidence: Benchmarking*

**Target:**

Security Resources will clear “held open” door alarms. Success will be determined if alarms are cleared within 5 minutes 90% of the time

**Finding (2011-2012) - Target: Met**

Security Resources was able to clear held open alarms within the targeted time 91% of the time

**M 7:** Security Resources will provide mobile and static coverage of major residential parking lots

Security Resources will provide mobile and static coverage of major residential parking lots from 4:30 p.m. until 7:30 a.m. seven days a week. Success will be determined by reviewing daily activity logs to determine if coverage occurred.

*Source of Evidence: Activity volume*

**Related Measures**

**M 8:** Access Control will utilize crime prevention through environmental design practices to identify areas of risk

Access Control will utilize crime prevention through environmental design practices to identify areas of risk within the University community. Success will be determined by identifying and minimizing risk factors in 5 different existing
Success will be determined by identifying and minimizing risk factors in 5 different existing areas and or buildings.

**Finding (2011-2012) - Target: Met**
The School year of 2011-2012 was a very busy one for the UA campus in regards to new construction and renovations. The goal of minimizing risk in 5 different areas and or buildings was met and then some. Access control worked with construction administration and facilities maintenance to mitigate risk in over 12 different areas. At the end of the spring semester of 2012 Access Control was commissioned to begin a massive upgrade to the University Classrooms. Know as the Classroom project, the upgrade will include a new access control security software system and placing the majority of classrooms, and computer labs on campus on access control. This will significantly increase the security of the classrooms and labs on campus by securing the doors when the class or lab is not in use. Phase 1 involves B.B. Comer, Gordon Palmer, Moore and Russell hall. These 4 buildings as well as the the new software system are on schedule to begin operation in late July.

**M 9: Crimson Choice will help students, Parents and others make more informed decisions when selecting Off campus Housing.**

Crimson Choice® helps parents and students make more informed decisions when selecting off-campus housing.

Each year Crimson Choice® property inspectors evaluate rental properties of owners who volunteer for the program. Using over 50 criteria, they score the physical security of the property. They look at things such as the quality of the doors, locks, windows and even if the grounds are well maintained. Properties meeting strict standards are approved and listed as Crimson Choice® properties on the website. Success will be determined by increasing the number of contacts, programming, and enrolled properties using previous data as a benchmark.

Success will be determined by increasing the number of contacts, programming, and enrolled properties using previous data as a benchmark.

**Related Measures**

**M 10: Emergency Preparedness will enhance emergency awareness and preparedness of UA community members**

Emergency Preparedness will enhance emergency awareness and preparedness of UA community members by providing educational presentations and training. Success will be determined by providing two NIMS classes, two emergency preparedness awareness classes, and facilitating an exercise to test the University's capabilities for emergency response, emergency notification process, and evacuation procedures.

Success will be determined by providing two NIMS classes, two emergency preparedness awareness classes, and facilitating an exercise to test the University's capabilities for emergency response, emergency notification process, and evacuation procedures.

**OthOtcm 6: Improve the University's ability to prevent/mitigate, prepare, respond and recover from emergencies**

Improve the University's ability to prevent/mitigate, prepare, respond and recover from emergencies.

Success will be determined by providing two NIMS classes, two emergency preparedness awareness classes, and facilitating an exercise to test the University's capabilities for emergency response, emergency notification process, and evacuation procedures.

Success will be determined by providing two NIMS classes, two emergency preparedness awareness classes, and facilitating an exercise to test the University's capabilities for emergency response, emergency notification process, and evacuation procedures.

**Details of Action Plans for This Cycle (by Established cycle, then alpha)**

**Continued increase of safety information distributed**

**Connected Document**

Public Safety Timetable
Plan: To continue the increase in safety information distributed through focused outreach. An increased use of the UAPD home web page will be explored as a means of distributing safety tips and services offered, and the introduction of a web page counter will be explored to evaluate digital distribution.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: UAPD will publish and distribute information about crime prevention, personal safety, and law enforcement services | Outcome/Objective: Educate UA community members about personal safety, crime prevention, and local/state laws

Projected Completion Date: 07/2013

Improved data collection via the Skillsoft training system.

Prior to the deployment of skillsoft academy EHS was unable to track new hires, student enrollment in particular classes and other vital information needed to provide the training desired. Skillsoft will be able to alert EHS to new hires and according to the person’s Organization code assign the courses needed. This also works for departments or organizations that may have a need for specialized training, e.g. chemistry, engineering. With the addition of the student data (late July early August) skill-soft will be able to assign class or lab required training to specific students based on their class schedule. This removes the delay in waiting for the instructor to notify EHS, and a subsequent delay for the student as they were forced to wait until the training had been graded. While there will still be a need for some classroom style training, the percentage of classroom style versus on-line training has effectively been reversed with 70% of training now being done within skillsoft.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: EHS will present lab safety and work place safety educational programs in online and classroom type training | Outcome/Objective: Educate UA community members about lab and work place safety procedures

Projected Completion Date: 08/2012
Responsible Person/Group: EHS
Additional Resources: none

Increased emphasis by leadership and clearly defining the measure of responsiveness.

Plan: Leadership will continue to emphasize the importance of timely and effective follow through in criminal cases. It was also noted that the responsiveness measure in the survey was not clearly defined. The structure of the survey question will also be examined to ensure clarity is present in the question. Means for wider distribution of the survey will be explored to ensure the most comprehensive view of the community perceptions is obtained.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: UAPD will randomly survey crime victims to assess satisfaction | Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Projected Completion Date: 07/2013

Stable leadership and staffing will lead to better results

Plan: Stable leadership and staffing within the unit primarily responsible for programming will allow the department to continue to expand programming to include a greater number of off-campus community members as well as on-campus community members.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: UAPD will present crime prevention and personal safety awareness educational programs | Outcome/Objective: Educate UA community members about personal safety, crime prevention, and local/state laws

Projected Completion Date: 07/2013

The correlation between goals and community expectations will be explored further

Plan: While the numbers suggest that the investigative unit is exceeding their first contact goal, it has not made a directly proportionate translation to the survey. A possible explanation may be that survey participants do not have the same expectations as our goal. The correlation between goals and community expectations will be explored further and effort to ensure timely first contacts will continue.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: UAPD will evaluate the timeliness of initial follow-up investigative contacts | Outcome/Objective: Provide timely and high-quality follow-up law enforcement investigative services to victims of crimes or incidents

Projected Completion Date: 07/2013
### III. Timetable: What Assessment Measures will be Administered When for Each Expected Outcome

<table>
<thead>
<tr>
<th>Month</th>
<th>Outcome #1 Educate UA community about personal safety</th>
<th>Outcome #2 Provide investigative follow-up services</th>
<th>Outcome #3 Educate UA community about lab and work place safety</th>
<th>Outcome #4 Monitor/respond to door alarms and provide coverage in residential lots</th>
<th>Outcome #5 Provide physical security measures and programming</th>
<th>Outcome #6 Improve the University’s ability to prepare for emergencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td>Review victim surveys</td>
<td>Review access control and daily logs</td>
<td>Review the number of contacts and # of enrolled properties/beds</td>
<td></td>
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<tr>
<td>October</td>
<td>Review timeliness of contacts</td>
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<td>November</td>
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<tr>
<td>December</td>
<td>Review the number of programs</td>
<td>Review timeliness of contacts</td>
<td>Review the number of programs</td>
<td>Review access control and daily activity logs</td>
<td>Review number of programs</td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>Review the number of publications</td>
<td>Review victim surveys</td>
<td></td>
<td>Review the number of contacts and # of enrolled properties/beds</td>
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<tr>
<td>February</td>
<td></td>
<td></td>
<td></td>
<td>Review access control and daily activity logs</td>
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<tr>
<td>March</td>
<td>Review timeliness of contacts</td>
<td></td>
<td></td>
<td></td>
<td>Review preparation for test</td>
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<tr>
<td>Month</td>
<td>Review the number of programs</td>
<td>Review timeliness of contacts</td>
<td>Review the number of programs</td>
<td>Review access control and daily activity logs</td>
<td>Facilitate test exercise</td>
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<td>April</td>
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<tr>
<td>May</td>
<td>Review the number of programs</td>
<td>Review timeliness of contacts</td>
<td>Review the number of programs</td>
<td>Review access control and daily activity logs</td>
<td>Facilitate test exercise</td>
<td></td>
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<tr>
<td>June</td>
<td>Review victim surveys</td>
<td></td>
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<tr>
<td>July</td>
<td>Determine yearly data</td>
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<td>August</td>
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