A. Purpose

To establish guidelines for the crime awareness and community relations functions.

B. Policy

It is the policy of the Department of Public Safety to promote a positive and mutually beneficial relationship with the public. The Department will address current concerns and potential problems that may impact both law enforcement and members of the Medical University of South Carolina Community. The Crime Prevention Officer is placed in the Operations Support function, reporting directly to the Operations Support Commander and will coordinate the crime awareness and community relations functions of the Department. The responsibility for community relations is shared by all Department personnel. The overall coordination will be the responsibility of the Crime Prevention Officer.

C. Procedure

1. Community Relations

   a. The Community Relations function will provide the following:

      1) maintain a liaison with formal Medical University organizations and other community groups; (CALEA 45.2.1.a)

      2) inform all personnel that it is the responsibility of all employees to promote positive community relations;
3) develop community relations policies for the Department; (CALEA 45.2.1.b)

4) publicize the objectives, problems and successes of the Department; (CALEA 45.2.1.c)

5) forward information received from Medical University organizations to appropriate Department personnel; (CALEA 45.2.1.d)

6) recommend improvements to policies, procedures, and practices which pertain to police-community relations and (CALEA 45.2.1.e)

7) develop problem oriented or community policing strategies, if any (CALEA 45.2.1.f)

2. Quarterly Progress Report

a. The Office of Crime Prevention will prepare and submit to the Director a quarterly report which will include the following:

1) current concerns voiced by the community; (CALEA 45.2.2.a)

2) a description of potential problems which pertain to law enforcement activities on the University campus; (CALEA 45.2.2.b)

3) recommendations concerning actions which address those problems or concerns identified in the report; and (CALEA 45.2.2.c)

4) a statement of progress made toward addressing previously identified concerns and problems. (CALEA 45.2.2.d)

b. Any member of the Department that receives relevant information on items 1) thru 4), above shall forward that information to the Office of Crime Prevention via a PSD-11, PSD-89 (Community Services Assistance Request Form), e-mail, verbally, or by written note. (CALEA 45.2.3)

c. Once completed the report will be distributed in accordance with Distribution List “F” (Policy and Procedure #39).
d. Concerns and problems which have been addressed in the report will be discussed and actions may be taken, if so decided by the Director, to correct or solve them. (CALEA 45.2.2)

3. Citizen Survey (CALEA 45.2.4)

a. An incident based survey will be sent to recipients of police services by the Records Clerk, or a person designated by the Director, at the time of the incident. The survey will address citizen attitudes and opinions of the Department with respect to:

1) overall agency performance; (CALEA 45.2.4.a)
2) overall competence and attitude of officers, and citizens’ perception of officers’ attitudes and behavior; (CALEA 45.2.4.b and c)
3) concerns about safety and security within the Medical University Community; and (CALEA 45.2.4.d)
4) recommendations and suggestions for improvements in services provided. (CALEA 45.2.4e)

b. The data will be compiled into an annual report to be reviewed by the Director. (CALEA 45.2.5)

4. F & A (Finance & Administration) Customer Satisfaction Survey (CALEA 45.2.4)

a. The F & A Customer Satisfaction Survey is conducted as follows:

1) Business Managers, Directors, Administrators and Coordinators:
   Approximately 350 MUSC leaders both University and Medical Authority are assigned into 5 random pools of about 70 each. Each pool is surveyed with the Department of Public Safety surveyed two times a year. Therefore, in a given year all 350 have two opportunities to respond. (Note: Public Safety and Risk Management are surveyed on the same document. The different sections of the survey are clearly delineated for respondents.

2) MUHA & University Employees:
   In addition to the leadership survey, the general population of the entire enterprise is surveyed 5 times per year. This is done by building random pools of respondents based on the last number of
their employee number. A 10% sample size is used each time resulting in a sample size of 1,000 to 1,200. All members of the sample have the opportunity to answer the Department of Public Safety questions.

3) **Student Survey:**
Two times a year F & A (Finance & Administration) conducts a 100% canvass of all students (2500). This is usually done in October and March.

Note: The questions for all three surveys are identical- except that for the leadership group they are asking about service to the department in addition to the person. All three surveys are aggregated into one data base report shared with the VP, Chiefs, and Department Heads. **(CALEA 45.2.5)**

b. The Survey addresses the following:

1) overall agency performance; **(CALEA 45.2.4.a)**

2) overall competence and attitude of officers, and citizens’ perception of officers’ attitudes and behavior; **(CALEA 45.2.4.b and c)**

3) concerns about safety and security within the Medical University Community; and **(CALEA 45.2.4.d)**

4) citizen’s recommendations and suggestions for improvements in services provided. **(CALEA 45.2.4e)**

5. **Crime Awareness**

a. The Crime Prevention Officer will distribute safety information and conduct crime awareness presentations to student groups and other members of the Medical University Community.

b. An analysis of incident reports will be conducted each month by the Crime Analyst to locate geographic areas where criminal activity has increased or waned.

c. The results of that analysis will be used by the Crime Prevention Officer to target crime awareness efforts in specific areas and identify the crimes which are most prevalent on the campus as a whole.
d. Information gathered as a result of monthly crime analysis will assist the Crime Prevention Officer in the determination of relevant content for programs to be conducted in any problem areas. (CALEA 45.1.1.a)

e. The Crime Prevention Officer will also target programs to address community perceptions or misperceptions of crime. In order to identify those areas, the Office of Crime Prevention will contact leaders of campus organizations and student groups to request information regarding the perception of criminal activity. (CALEA 45.1.1.b)

f. The Crime Prevention Officer will actively participate in, and coordinate with the Charleston Police Department’s Crime Prevention function in organizing/training crime prevention groups in the local community, as identified in the section. This training will include personal safety, property safety, drug and alcohol issues, and the students’ relationship with law enforcement. (CALEA 45.1.2) The Crime Prevention Officer will provide input to the Medical University and local governmental agencies on legislative/policy matters with crime prevention concerns. (CALEA 45.1.3)

g. To evaluate the effectiveness of crime awareness programs, the Crime Prevention Officer will conduct a documented evaluation at least once every three years to include the following tasks:

1) analyze documentation to determine whether modifications should be made concerning programs that were conducted during the year.

2) consider whether a program merits continuation or should be discontinued based on report findings. (CALEA 45.1.1.c)

6. A needs review for call boxes, based on a documented security survey, will be conducted once every three years. (CALEA 91.1.9.e)