

PUBLIC SAFETY, PARKING, AND TRANSIT

Mission

Administration and Finance provides administrative and fiscal leadership, direction, and services for OSU-Stillwater, the OSU System, and the A&M System. Public Safety, Parking, and Transit provides a safe, protected, and convenient environment.

Vision

Public Safety, Parking, and Transit will:

- Be transparent by supporting and maintaining an environment that enables people to accomplish their missions;
- Be the leader in higher education through performance accountability;
- Provide services that enhance the quality of university life;
- Be a model for effective communication, collaboration, coordination, and change;
- Cause students, faculty, staff, parents, and visitors to view OSU as a safe and friendly university, free of crime and disorder;
- Provide transportation and parking to the extent that it exceeds expectations; and
- Recruit, select, train, compensate, and professionally develop the highest caliber employees in the state.

Core Values

Excellence - We seek excellence in all our endeavors, and we are committed to continuous improvement.

- Challenge all employees to excel.
- Adapt to a changing environment.
- Encourage professional growth.
- Reward exemplary performance.

Integrity - We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

- Believe in being honest and keeping people honest.
- Encourage standing by principles.
- Live up to our word.
- Able to fulfill our commitments.

Service - We believe that serving others is a noble and worthy endeavor.

- Provide service in a fair and courteous manner.
- Take pride in the accomplishments.
- Work together to provide professional services.
- Believe in and pursue a professional service, which exceeds expectations.

Intellectual Freedom - We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity - We respect others and value diversity of opinion, freedom of expression, and other ethnic and cultural backgrounds.

- Believe every person deserves fair and equitable treatment, regardless of race, gender, or social status.
- Seek to understand each person's point of view.

Stewardship of Resources - We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

- Protect the resources of OSU and individuals.
- Set and communicate prioritized goals critical to our success.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One: Technological Enhancement - Improve operational efficiencies and convenience of services by developing and utilizing the best business practices and technologies.

Critical Success Factors:

- Implement on line registration for parking permits by Fall semester 2004
- Implement transit farebox data collection and card scanning system by Fall semester 2004

Objectives:

Objectives 1.1: Reduce paper processing of forms and reports.

Strategies:

- Develop on-line parking permit purchases and registration program.

Objectives 1.2: Require all new buildings and renovations to implement keyless entry and wireless video monitoring systems.

Strategies:

- Develop a policy that addresses use of wireless video monitoring.
- Develop policy that requires use of electronic locking and unlocking devices.
- Acquire necessary software.
- Coordinate with Bursar.
- Advertise and notify properly.
- Approve policies through administration.
- Ensure that the policy is followed.
- See that funding for these issues are included in the project cost.

Goal Two: Fiscal Stability - Promote effective utilization of financial assets and maintain a strong, viable fiscal condition.

Critical Success Factors:

- Increase officer and staff salaries to Big 12 average
- Partner with the City of Stillwater by participating in funding of the OSU/Stillwater Community Transit System by FY 2005-2006
- Have Parking subsidy to Public Safety reflect enforcement costs

Objectives:

Objective 2.1: Acquire adequate resources for staffing and equipment to meet the challenges of a changing and uncertain future.

Strategies:

- Pursue funding from state and federal sources to meet the contingency planning needs related to terrorism and violence.
- Improve staffing to keep pace with a growing on-campus living population.
- Upgrade the department's physical assets for effective law enforcement and communication.
- Upgrade Public Safety communications systems.
- Identify increases in calls for service as a result of new on-campus housing.
- Acquire funding; perhaps section 13, for new communications network.

Objective 2.2: Restructure Public Safety funding to achieve less reliability upon parking revenues for funding.

Strategies:

- Secure funds for maintenance of competitive salaries.
- Conduct peer university survey.
- Identify other sources of revenue.
- Raise parking permits costs.
- Implement reserved spaces for individuals.
- Increase revenues for salaries.
- Develop a survey instrument and distribute it to the Big XII for comparison data.
- Apply for more Federal and State grants.
- Take advantage of grants that offer 75% funding.
- Implement the suggestions offered in the Walker Parking Consultant Report.
- Suggest the Parking Committee approve individually reserved parking spaces and get Administration approval.

Goal Three: Outreach/Service/Communications - Improve our customer's perception of the Department of Public Safety as being proactive and service oriented.

Critical Success Factors:

- Place a link to the Transit Web site on the University Home page by Fall 2004
- Place a link on the University Home page for the Clery Crime statistics by Fall 2004
- Conduct annual orientation sessions with parents of Freshmen to provide Police, Transit, and Parking information

Objectives:

Objective 3.1: Strengthen our relations with customers by developing effective methods of information distribution.

Objective 3.2: Improve effective communications and timing of communications to reach out to all constituencies.

Objective 3.3: Encourage and facilitate the development of outreach for routine and emergency communications throughout OSU.

Strategies:

- Create and Maintain Up-to-date web sites for Police, Parking, and Transit.
- Produce pamphlets and documents for distribution to faculty, staff and students and visitors.
- Coordinate with Public Information Office and local newspapers regarding articles and press releases.
- Improve communications and contact with faculty, staff, and students to implement crime prevention measures.
- Communicate Parking and Transit services in a manner that fosters greater use.
- Use e-mail.
- Use Voice mail.
- Use Cable Television.
- Communicate by word of mouth.
- Utilize calling tree method.
- Implement Tornado siren public address system.
- Encourage use of Transit web site Communicate Parking and Transit services in a manner that fosters greater use.
- Use message boards on buses.
- Provide twenty-four hour telephone information.
- Provide Committee Members for campus and community projects.
- Create pamphlets with annual updates.

Goal Four: External Relations - Develop partnerships and collaborate with external constituencies emphasizing outreach and service to enhance and/or simplify the Department of Public Safety.

Critical Success Factors:

- Implement on line registration for parking permits by Fall semester 2004
- Re-evaluate all Department policies bi-annually
- Assign accreditation manager
- Maintain status of having the lowest crime rate in the Big XII conference

Objectives:

Objective 4.1: Revise policies to enhance and simplify processes to meet requirements of the changing world.

Strategies:

- Acquire appropriate software.
 - Coordinate with Bursar.
 - Coordinate with office technical staff.
- Increase public accessibility to police reports.
- Create method for on line payment of fees.
- Participate on advisory committees.
- Educate the community on the best practices to avoid victimization.
- Implement the concepts of Community Policing.

Objective 4.2: Develop relationships with other institutions of higher education, law enforcement agencies, state, federal, and city leaders focusing on means to improve and streamline processes.

Objective 4.3: Maintain the OSU Police accreditation from the Oklahoma Association of Chiefs of Police (OACP).

Strategies:

- Re-evaluate accreditation files and complete re-accreditation process every three years.

Objective 4.4: Improve the overall safety and security of persons and property.

Strategies:

- Prevent and interdict crime.
- Reduce alcohol and drug abuse.

- Increase presentations.
- Increase presentations in classrooms.
- Provide copies of unique video on alcohol safety issues.
- Increase by two the number of bicycle officers on campus.
- Get four additional officers certified as Community Policing Officers.
- Increase use of electronic security devices.
- Implement keyless entry concepts.
- Utilize bicycle and foot patrols.
- Increase use of stake-outs to interdict crime.

Objective 4.5: Provide service oriented public transportation that persons find ideal to meet their needs at OSU.

Strategies:

- Maintain a quality fleet of transit vehicles that instill pride.
- Provide a service-oriented transportation staff that engenders a comfortable and friendly atmosphere.
- Develop a transportation system effective in reducing traffic congestion and parking demands.

Objective 4.6 Provide adequate, safe, and convenient parking and transit for customers and clients of the university.

Strategies:

- Increase revenue sources for parking services.
- Provide appropriate maintenance to existing parking lots by developing a priority list of repairs, restriping and signage.
- Develop park-and-ride parking lots in peripheral areas and design a shuttle to serve those lots.
- Collaborate with campus/community departments and organizations to upgrade visitor and event parking services.
- Maximize existing parking spaces through reconfiguration and re-striping.
- Complete funding for and construct a multi-modal parking facility to function as a bus terminal and parking facility.
- Survey Peer Group institutions for bench mark information.
- Prioritize the needs and be explicit about how the revenue will be used.
- Develop list of potential parking locations.
- Increased promotion of transit and remote parking locations.
- Implement reduced cost parking at park and ride lots.
- Encourage development of a campus wide event calendar.

Objective 4.7: Through success, develop an image of a highly professional and service oriented department.

Strategies:

- Encourage crime reporting by citizens.
- Encourage victims to prosecute perpetrators.
- Encourage victims to demand restitution.
- Encourage officers to interdict crime when possible.
- Conduct awareness campaigns to make citizens aware of crime and crime TIPS Hotline.
- Implement more aggressive patrols.
- Offer and conduct security vulnerability surveys.
- Utilize aggressive alcohol enforcement.
- Increase the number of police officers in the department.

Goal Five: Physical Integrity - Collaborate with OSU Safety and other law enforcement agencies to maintain an inviting and secure campus environment that captures the heart and mind.

Critical Success Factors:

- Complete, review, test, and implement an Emergency Operations Plan that complies with national standards by the end of 2005
- Conduct a minimum of three exercises to provide training and experience for emergency services and community members by the end of 2005
- Acquire space for and equipment for an adequate Emergency Operations Center by the end of 2005

Objectives:

Objective 5.1: Promote and maintain an impressive atmosphere that fosters a pleasant, safe, and secure campus environment.

Strategies:

- Maintain and increase lighting on campus.

Objective 5.2: Implement adequate emergency preparedness plan.

Strategies:

- Continue reviewing the emergency plan and implement the next simulation.
- Schedule further training sessions for the EOC members.
- Develop a floor plan, square feet needs and a budget for the proposed EOC.

Goal Six: Empower People - Foster an environment of creativity and innovation that encourages personal empowerment and contributes to individual well-being, motivation, and satisfaction.

Critical Success Factors:

- Submit application for at least one supervisor to attend the FBI National Academy every two years
- Ensure all personnel attend annually training and stay up-to-date on federal, state, and case law, as well as university rules and policies
- Ensure that all police officers obtain a minimum of 32 hours of in-service training a year
- Ensure that all police officers are provided at least one hour annually of training on handling the mentally ill
- Within one year of date of hire, provide safety training and defensive driving training for all transit drivers
- Ensure that all new employees attend new employee orientation within six months of date of hire

Objectives:

Objectives 6.1: Attract, train, and retrain qualified personnel.

Strategies:

- Encourage and support professional growth.
- Set goals and rewards for goals accomplished.
- Encourage all employees to attend and complete the University's professional development courses. Provide them copies of the courses and enrollment forms.
- Provide officers with legal update training materials.
- Ask for feed back from every employee for goal setting and strategic planning.
- Reward employees with letters of commendation for jobs well done.
- Reward an employee each quarter with and Employee of the Quarter award.
- Reward an employee with an Employee of the Year recognition.
- Nominate an officer for Elks Lodge Law Enforcement Officer of the Year.
- Nominate an employee in each of the categories provide by Staff Council for employee of the year.
- Recognize each employee for tenure with the department on their anniversary dates.