

Santa Rosa Junior College

Program Resource Planning Process

Parking 2015

1.1a Mission

As an essential support function of the District Police Department, providing parking and transportation services through a variety of programs ensures that the District is providing adequate access to all District sites by students, staff and visitors.

The District has created a categorical Parking and Transportation Funding source to provide services, equipment and maintenance of all District sites through fees and fines on parking and transportation users. This fund is balanced and self supporting by imposing costs associated with usage and the State of California excludes parking and transportation from normal budgeting revenues to the District.

1.1b Mission Alignment

The Parking and Transportation program is directly supporting the college mission of educating students by providing access to college sites through a variety of options to users.

1.1c Description

In order for students and staff to learn and be educated, access to Districts sites is a critical component that the District takes seriously. Different means of access are not only provided, but subsidized financially, to give all users a choice to access college campuses and sites.

Included are auto, motorcycle, and bicycle parking; special carpool parking, convenient bus pass sales and discounts for three different bus services throughout the County of Sonoma, rideshare options through Bay Area Rides; and pedestrian access to walk to sites.

Safety, lighting, landscaping and security patrols are also an essential part of providing a safe access to and from district sites.

1.1d Hours of Office Operation and Service by Location

The District Police Department is open 24 hours a day, 7 days a week, 365 days a year to provide safety and services to the college community at all District sites.

Parking rules and regulations are enforced 24 hours a day, 7 days a week, excluding holidays. Parking related services are available to the college community at all times.

District Police Department dispatchers are available at all times to dispatch officers to any area, parking lot, or site to provide for services as needed. District police personnel are also responsible for the safety and security of people and property in all parking areas.

District Police also provide staff to control and restrict access to certain parking areas using control gates and gate attendants during peak times and days at the Santa Rosa campus.

1.2 Program/Unit Context and Environmental Scan

The parking program is responsible for providing and maintaining parking opportunities, to provide for parking alternatives including carpool, bus subsidies, bicycles, parking and transportation maintenance and upkeep, operational support such as patrols, citation enforcement, parking permit sales, and customer service.

2.1a Budget Needs

Replacement of District Police vehicles on a rotational basis annually provides for continual upgrade while spreading out costs over multi year budgets. Benefit to District is made through providing surplus vehicles to other departments to use for additional years by driving lower miles on campus only.

District police/parking vehicles should be replaced at two vehicles per year for next four years to ensure the safety of equipment

Due to lack of budget resources, all police vehicles are experiencing "between servicing" additional wear and tear. There is a Department concern that, without replacing some vehicles in 2015-16 there will be a potential for a higher frequency of "downed vehicles" that will negatively impact the ability to provide services to the District.

It is anticipated that in fiscal year 15/16 the new parking permit system will be more-fully operational with less down-time, and the need for departmental maintenance.

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	Santa Rosa	00	00	\$47,000.00	police car with equipment
0002	Santa Rosa	00	00	\$7,500.00	Safety supplies for existing patrol cars and CSO vehicles to include first aid supplies, tools, emergency and crime/accident scene management supplies.
0002	ALL	04	07	\$25,000.00	To update and expand the parking enforcement equipment
0003	Santa Rosa	00	00	\$30,000.00	CSO vehicle with equipment

2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Police Officer	24.00	12.00	Patrol District properties and provide for police and parking services to college community
Police Officer	24.00	12.00	Patrol District properties and provide for police and parking services to college community
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Police Officer	24.00	12.00	Patrol District properties and provide for police and parking services to college community
Police Officer	24.00	12.00	Patrol District properties and provide for police and parking services to college community
Community Services Officer	40.00	12.00	Patrol District properties, provide parking enforcement, enforce rules and regulations, relieve parking gate attendants and other duties as assigned
Community Services Officer	40.00	12.00	Patrol District properties, provide parking enforcement, enforce rules and regulations, relieve parking gate attendants and other duties as assigned
Community Services Officer	40.00	12.00	Patrol District properties, provide parking enforcement, enforce rules and regulations, relieve parking gate attendants and other duties as assigned
Community Services Officer	40.00	12.00	Patrol District properties, provide parking enforcement, enforce rules and regulations, relieve parking gate attendants and other duties as assigned
Community Services Officer	40.00	12.00	Patrol District properties, provide parking enforcement, enforce rules and regulations, relieve parking gate attendants and other duties as assigned
Community Services Officer	16.00	12.00	Patrol District properties, provide parking enforcement, enforce rules and regulations, relieve parking gate attendants and other duties as assigned
Police Dispatcher	40.00	12.00	Provided police department dispatching services to officers in the field, customer service, counter and phones in office, sell parking permits and handle citation appeals
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parking Attendant	30.00	11.00	Contol parking to restricted staff and visitor parking areas
parking Attendant	25.00	11.00	Contol parking to restricted staff and visitor parking areas
parking Attendant	22.50	9.00	Contol parking to restricted staff and visitor parking areas
Police Officer	40.00	12.00	Patrol District properties and provide for police and parking services to college community
Police Officer	24.00	12.00	Patrol District properties and provide for police and parking services to college community
Administrative Assistant II	40.00	12.00	Provide administrative and clerical support to police department
Police Officer	24.00	12.00	Patrol District properties and provide for police and parking services to college community
Police Officer	24.00	12.00	Patrol District properties and provide for police and parking services to college community
Police Officer	24.00	12.00	Patrol District properties and provide for police and parking services to college community
Tech Services Coordinator	40.00	12.00	Provide Tech support to the police department

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Chief of Police	24.00	12.00	Provide overall management of District police department including police services and parking and transportation services
Police Lieutenant	24.00	12.00	Provide management and supervision of police and parking services; handle citation appeals, fleet

			maintenance, and dispatch/CCURE security systems; manage department equipment
Police Sergeant	24.00	12.00	Supervise police and parking services on shifts as assigned
Police Sergeant	40.00	12.00	Supervise police and parking services on shifts as assigned
Police Sergeant	40.00	12.00	Supervise police and parking services on shifts as assigned

2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
STNC Community Service Officer	20.00	6.00	Provide temporary backfill support for vacation, sick leave and vacant position relief; work special events and assignments as assigned
STNC Community Service Officer	20.00	6.00	Provide temporary backfill support for vacation, sick leave and vacant position relief; work special events and assignments as assigned
STNC Community Service Officer	20.00	6.00	Provide temporary backfill support for vacation, sick leave and vacant position relief; work special events and assignments as assigned
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STNC Community Service Officer	20.00	6.00	Provide temporary backfill support for vacation, sick leave and vacant position relief; work special events and assignments as assigned
Student cadet	20.00	8.00	Provide parking lot patrols and escort services
Student cadet	20.00	8.00	Provide parking lot patrols and escort services
Student cadet	20.00	8.00	Provide parking lot patrols and escort services
Student cadet	20.00	8.00	Provide parking lot patrols and escort services
Student cadet	20.00	8.00	Provide parking lot patrols and escort services
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Student cadet	20.00	8.00	Provide parking lot patrols and escort services

2.2d Adequacy and Effectiveness of Staffing

Temporary staffing needs vary greatly depending upon vacations, sick leaves, vacant positions, special events and/or assignments.

As the District grows and increases off campus sites and centers, the police department staffing needs to grow to accommodate safety, security, parking and workload issues. This will include

expanding the supervision of police department employees at multiple sites 24 hours a day, 7 days a week, 365 days a year.

NOTE: The hiring of police employees takes additional time due to background checks extending the hiring process by months compared to other classified employee recruitments.

Any additional District sites or centers will include the necessity for parking maintenance, lighting, patrols, and services necessary to ensure access to those sites. Those services, however slight, will require additional staff and/or staff time.

2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
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2.3a Current Contract Faculty Positions

Position	Description
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2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
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2.3c Faculty Within Retirement Range

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
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2.4b Rational for Instructional and Non-Instructional Equipment, Technology, and Software

2.4c Instructional Equipment and Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.4d Non-Instructional Equipment, Software, and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Santa Rosa	00	00	Scanners	2	\$250.00	\$500.00	Dave Willat	3619 and 3620	Dave Willat

2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
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2.5b Analysis of Existing Facilities

3.1 Develop Financial Resources

Revenue in the Parking Fund supports the expenditures of the Fund. The price of semester-length permits, daily permits, and the amount of parking fines is the purview of the Board.

Enhancement of Parking Fund revenues will depend on the Board's willingness to increase fees, which are always resisted by students and staff (after all, who wants to pay more?).

3.2 Serve our Diverse Communities

The Department follows District guidelines regarding employment practices, and serving our community.

3.3 Cultivate a Healthy Organization

The police department provides ongoing training for classified members depending upon job classifications, need and individual employee requests.

Police dispatchers are given POST training necessary to meet standards for dispatchers. During fiscal year 2010-11 the records function was absorbed by the police dispatchers. This consolidation requires the dispatchers to receive additional training appropriate to maintain and upkeep records as required by mandates and other specialized areas including CAD/RMS/MDC management, Clery, DOJ and FBI reporting.

Community Service Officers are given training in the area of emergency preparedness, parking and traffic control, and participate in District in-house training opportunities.

Clerical support staff also participate in District in-house training when time and job appropriate opportunities arise.

Budgetary support for training is lacking, especially with the cutbacks in State POST reimbursement for police and dispatchers. Training for police employees in many cases requires backfilling of shifts and/or work coverage which is an additional cost to maintain mandates and provide for technical training.

3.4 Safety and Emergency Preparedness

See District Police PRPP

3.5 Establish a Culture of Sustainability

See District Police PRPP

4.1a Course Student Learning Outcomes Assessment

4.1b Program Student Learning Outcomes Assessment

4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
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4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
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4.2b Narrative (Optional)

5.0 Performance Measures

We will be implementing a new monthly report that allow management to review parking enforcement efforts throughout the Distict. This review will allow management to focus enforcement efforts, when necessary, to meet the needs of the college community.

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0000	ALL	00	00				
0000	ALL	08	07	To improve efficiency with in the parking program	To reduce duplication and streamline process		We completed a full review of the entire parking program. Due to the number and size of District parking facilities, it was decided to have Police Cadets augment parking enforcement efforts. Once Cadets are trained, they will augment Community Service Officers with parking enforcement efforts.

6.2a Program/Unit Conclusions

Location	Program/Unit Conclusions
ALL	Parking needs to develop a set of performance measures. This should include information on permit sales, gratis parking requests (made v.s. granted), citations issued, parking revenue by type. As citation issuance is dependent upon enforcement resources, there is a need to analyze citations issuance against staffing.
ALL	Handheld data terminals are used to enforce SRJC parking. Our current handheld terminals are using antiquated software to sync citations. This software is not compatible with Windows 7, and must run on Windows XP. Windows XP is not supported by Microsoft any longer, and a computer on the internet with XP poses a potential security problem. An RFP will be written to identify web based parking software providers. In 2 or 3 phases of implementation, we hope the company selected can provide services such as: printing of hangtag parking permits, citation issuance and tracking, online violation payments, register violation appeals, appeals hearing tracking, and allow ticket writing, scanning and photographs from a standard hand held patrol device. This equipment upgrade/purchase and contract fees will be funded from parking funds.

6.2b PRPP Editor Feedback - Optional

We are actively working with Ventex to improve operation of District Parking Machines. A firmware update was developed and installed in all District Parking Machines that should help reduce problems. We are actively reviewing cash pick-up procedures. We will be modifying the procedure eliminate the need to have two officers conduct this service. The new procedure will eliminate the pick-up officer from accessing or touching any currency. The officer will pick-up a locked currency bag and take that locked bag to accounting for processing. Only accounting will have a key to unlock the bag. Once this new procedure is in place, it will increase efficiency.

6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0000	ALL	08	07	To improve operations and to streamline the process	To make the operation more efficient.		To finalize the Parking Citation Writers, Software and Parking Permit Management System Upgrade outlined in 6.2a. To finalize the pick-up procedure with accounting outlined in 6.2b.