

School Police Services Program Evaluation



We exist for the academic excellence of all students.

May 3, 2011

School Police Services

Program: School Police Services

MSIP Standard 8.1 and Board of Education policy IM (Evaluation of Instructional Programs) require the goals of programs/services to be reviewed biennially by the Board of Education. This report is the second biennial update using a format aligned to the seven criteria for performance excellence. Items one through six provide a basic profile of the program. Item seven includes data (results) specific to the identified goals and measures.

1. Leadership: The Director of School Police services, two Field Supervisors, and Communications/Records Supervisor serve as department leaders. As required by MSIP Standard 8.1, School Police Services supports and provides services, programs and resources to assure that District facilities are as safe as possible. Department responsibilities are applied through the shared mission, vision and commitments listed below.

Mission

School Police Services are dedicated to helping students achieve academic excellence by providing a safe learning environment for all.

Vision

School Police Services will be a proactive, highly trained, efficient model of a school policing agency in partnership with students, faculty, staff, and parents. Operating in a participative approach School Police Services will support a safe learning environment through prevention, dependability, fairness, honesty, integrity, reliability, consistency, a humane and caring approach and professional quality service to our customers of the school district and community.

Collective Commitments

To accomplish our vision, we will:

1. Respond to incidents, collect and report information critical to investigations of law and disciplinary violations (1, 2, 3, 4)
2. Exhibit preventive practices to include high visibility, patrol campus areas and identify potential problems (1, 4)
3. Provide informational and instructional opportunities and resources to enhance knowledge regarding social issues, criminal laws and policy compliance (1, 2, 3, 4)
4. Commit to excellence by meeting or exceeding recognized training standards for all department staff (2, 4)

2. **Program Goals and Indicators:** School Police Services goals align directly with the School District’s three goals: Improve Student Achievement, Improve Graduation Rate, and Ensure Effective and Efficient Use of Resources. Department goals, indicators, and measures are listed in section seven with results following each goal.

Goal 1: Identify components which promote a safe school environment as a mechanism to inform students, staff and patrons
Performance Indicators
1. Classroom and community presentations
2. Implementation of the ALICE program. Providing Resource Options in Emergency Intruder Situations
3. High level of customer satisfaction

Goal 2: Identify program efficiencies through services
Performance Indicators
1. Enhance supervision at dismissal at the five high schools
2. Increase in calls for service with current staff compliment

Goal 3: Advance department police services by enhancing our image, as identified through Continuous Quality Improvement tools
Performance Indicators
1. Collaborative and multi-agency partnerships

3. **Customer/Stakeholder Focus:** Students, teachers, staff, administrators, parents, law enforcement and judicial agencies, business and government entities and patrons are the primary customers of School Police Services. Input and requirements from primary customers are obtained through, but not limited to, the following key processes:

1. Personnel evaluations
2. Annual Department Performance Survey
3. Customer generated correspondence and communications
4. Mandated reporting processes to law enforcement, judicial and government entities
5. Needs survey for curriculum classes
6. Annual analysis of department activities
7. Input received by officers and communications center during calls for services

4. Measurement and Analysis Processes: Department personnel are performance evaluated regularly in accordance with District practices. The process includes site administrator input for the performance of officers who work with those administrators. The Department is annually evaluated by District administrators and Directors. Specific Officer training skills are evaluated on a scheduled rotation. Some of those skill requirements are repeated quarterly, others are re-evaluated on a one, two or three year cycle.

An annual report for the department is published, and includes measurements and analysis of the school crime statistics, budget information, training, communications service data, officer presentations and any special project results. Data collected may directly affect staffing needs and assignments.

5. Staff Profile: Service to School Police Service customers is provided through the roles of Director, two Field Supervisors, Communications/Records Supervisor, 18 School Police Officers and seven Communications Clerks.

6. Key Work Processes/Program Responsibilities:

1. Investigate all crimes occurring on District properties, at events and activities
2. Assist District administrators with disciplinary investigations
3. Provide daily pro-active officer presence at schools and in the community
4. Provide 24-hour communications and serve as District contact center
5. Monitor District intrusion, fire and duress alarm system
6. Plan, implement and administer safety and emergency preparedness plans and drills
7. Plan, schedule and administer safety curriculum workshops and presentations
8. Maintain state certification for all Officers and training standards for all department staff
9. Serve as liaison to law enforcement agencies, judicial courts and government entities

7. Results, Strengths, and Opportunities for Improvement:

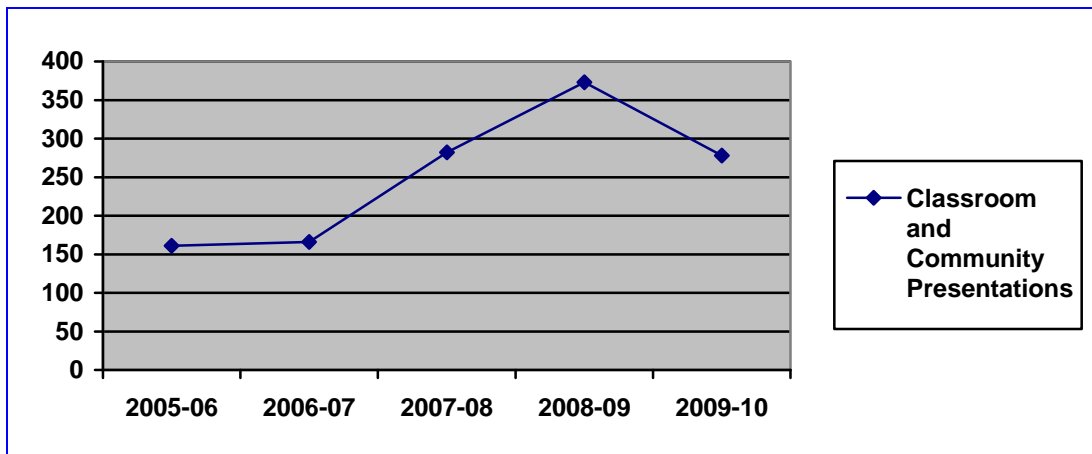
Goal 1.1 Results

Goal 1: Identify components which promote a safe school environment as a mechanism to inform students, staff and patrons	
Performance Indicators	Measures
1. Classroom & community presentations	➤ Five year history of presentations by officers

School Police Officers fulfill the teaching portion of the School Resource Officer triad model by providing educational presentations for students, district and school staffs, parents, and community groups. During the 2009-10 school year, officers delivered a total of 282 presentations. A wide variety of topics were presented, some of which include:

- Breaking the Code of Silence
- Drug Awareness
- Peer Pressure
- Gang Awareness
- Pedestrian Danger
- Search and Seizure
- The Role of the School Police Officer
- Juveniles and the Law
- Student Handbook Awareness
- Bullying
- Driving and Parking Regulations for High School Lots
- The Dangers and Laws Concerning Alcohol Usage

Other areas where officers assist in educating students and staff include helping administrators with crisis plans, fire drills, storm drills, intruder drills, and displacement / reunification drills, where the entire school population is moved to a different location away from the school.



Goal 1.2 Results

Goal 1: Identify components which promote a safe school environment as a mechanism to inform students, staff and patrons	
Performance Indicators	Measures
2. Implementation of ALICE Program.	Initial preparation to teach concepts of ALICE program.

The ALICE program is designed to enhance current “lockdown” procedures used frequently in our district. Tragic events in schools in the past have dictated the need of enhanced training to provide staff and students to increase their chances of surviving a surprise attack by an armed intruder.

Alert: Danger Announcement

Lockdown: Semi-secure starting point from which to make safety decisions

Inform: Provide real-time information to those in danger

Counter: Use of simple, proactive techniques to counter aggressive actions if necessary

Evacuation: Remove as many from the danger zone as quickly as possible

The program will be introduced to facility and staff first. Then the program will be placed in high school followed by middle schools then to the fifth grades students. The ALICE program will give facility and students options to use when (if) they are confronted by a violent armed intruder. These same strategies can be applied at a church, shopping mall or anywhere there is a potential for confrontation of a violent intruder.

Goal 1.3 Results

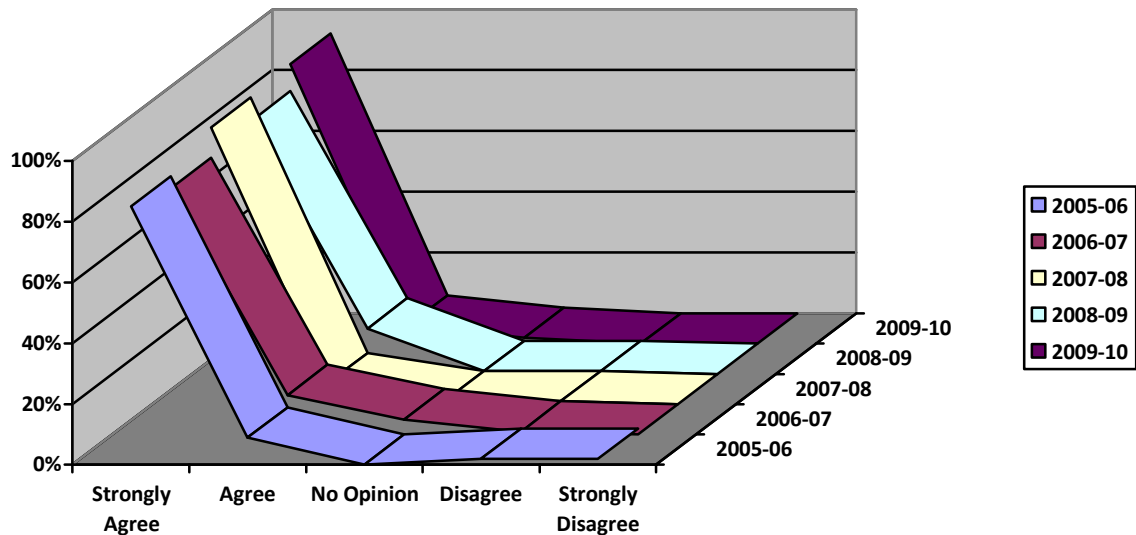
Goal 1: Identify components which promote a safe school environment as a mechanism to inform students, staff and patrons

Performance Indicators	Measures
3. High level of customer satisfaction	➤ Trends shown in performance surveys

Beginning with the 2003-04 school year, the department annually surveys District administrators and department heads through a performance survey instrument. The survey also allows administrator comments for additional input.

Sampling Of 2008-2009 and 2009-2010 Performance Survey Comments

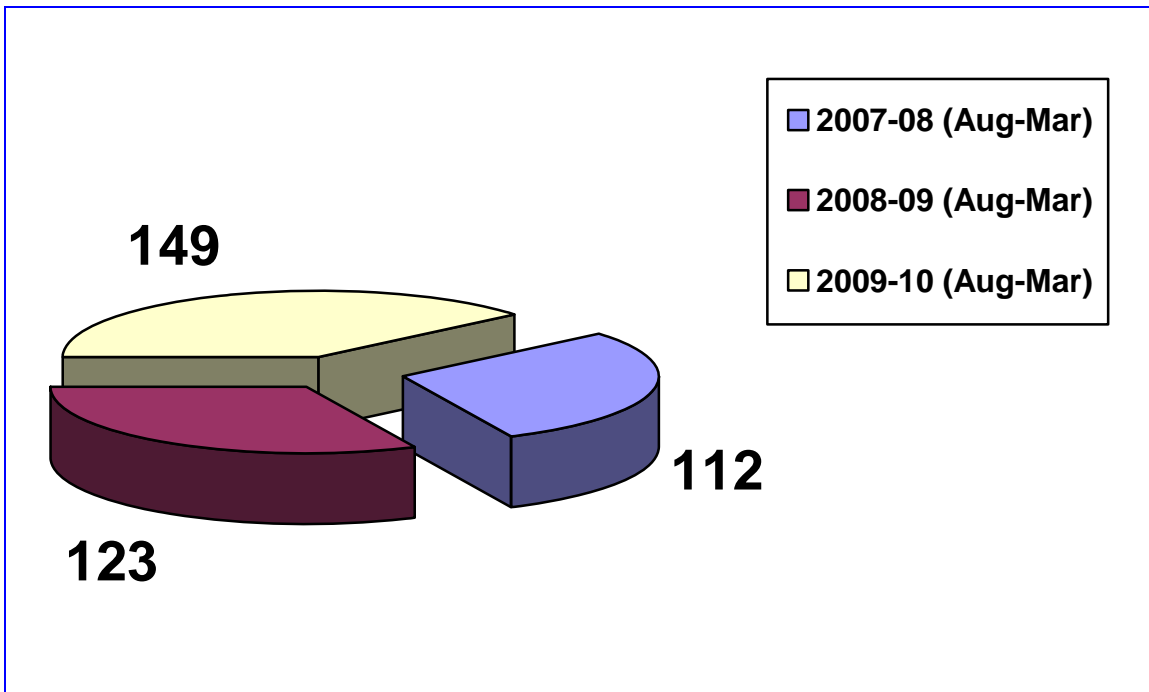
- School Police Services are invaluable. Response is timely and action is appropriate.
- Our SPS Police Services are timely, knowledgeable, and respectful.
- Great support provided – very understanding of our special populations.
- The SPS School Police Services team is of the highest caliber and is one of SPS’s finest departments.
- Our officer has gone above and beyond in helping to council and give guidance to our staff, students and parents!
- SPS School Police are top notch. The response and assistance is second to none.
- Safety first always is demonstrated by the Officers.
- School Police Services has been an excellent resource and asset. They have always been extremely knowledgeable and helped in any situation when needed.



Goal 2.1 Results

Goal 2: Identify program efficiencies through services	
Performance Indicators	Measures
1. Enhance supervision at dismissal for five high schools	➤ Number of officer initiated reports

In the 2008-2009 school year, School Police Services adopted a proactive, high visibility approach to dismissal supervision. In addition to the high school site officer, a patrol car is assigned in the area of each high school at dismissal which has generated additional reports. The practice of high visibility continues and has reduced the response times to incidents at dismissal.



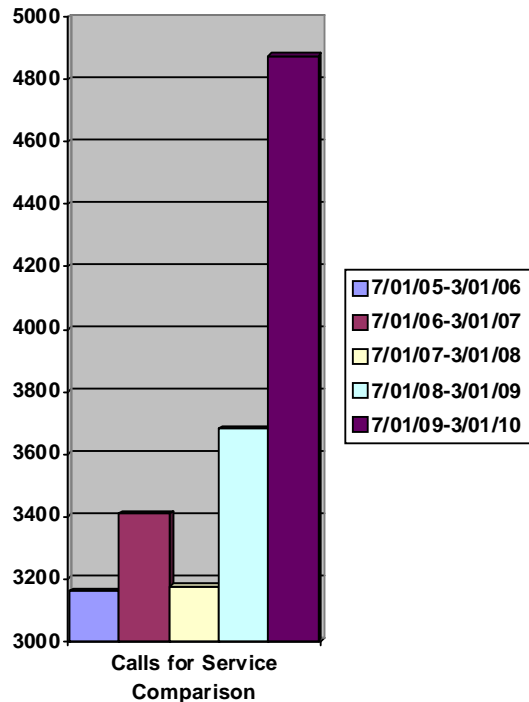
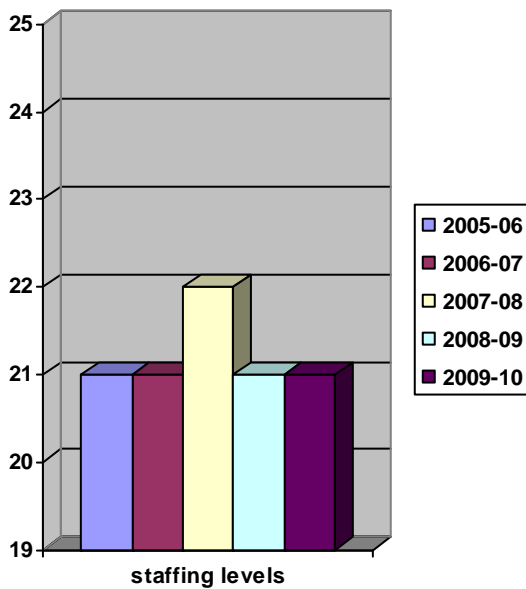
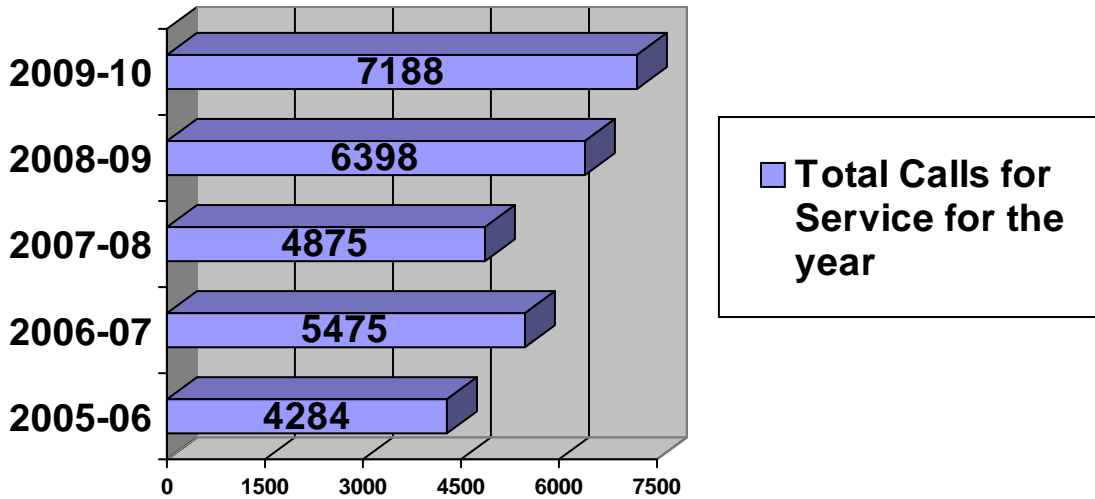
In an effort to assist in a safer dismissal for students, faculty/staff and parents, there was an increase in supervision. Numbers show that during the 2007–08 school year there were a total of 112 high school incidents during the 2:45 p.m. to 4:00 p.m. time frame. During the 2008-09 school year there was an increase of 11 incidents reported over the previous year. In 2009-10 numbers have risen to 149 incidents. The additional officer allows for coverage in different areas of the school property, which allows for a greater opportunity to observe dismissal activity and respond in a quicker fashion.

The visibility of a patrol car in the area should serve as a deterrent to undesirable behaviors, especially during those times when rumors of inappropriate activities, such as fights and assaults, are anticipated to take place at the end of school. While it is not possible to measure those events which do not take place because of this proactive stance, it is apparent that a second officer allows for the scrutiny of a great number of incidents.

Goal 2.2 Results

Goal 2: Identify program efficiencies through services	
Performance Indicators	Measures
2. History of department calls for service	➤ Increase in calls for service with current staff compliment

In the past two years we have seen a marked increase for our calls for service, last year calls rose 790 from the year before. During the 2007-08 school year we were authorized 22 officer positions; however due to budgetary constraint one officer has been removed and we function with 21 sworn officers at this time.



Goal 3.1 Results

Goal 3: Advance department police services by enhancing our image, as identified
--

through Continuous Quality Improvement tools	
Performance Indicators	Measures
1. Collaborative and Multi-Agency partnerships	➤ Continuous growth in collaborative projects

PSAs – Began airing in August 2006

A continuous problem in our city has been a disregard primarily caused by a lack of knowledge concerning pedestrian safety. Through SSHS funds, School Police Services and Springfield Police Department were able to work together to create three Public Service Announcements that highlighted the problem and gave needed information related to pedestrian safety. Each PSA had a primary focus, which included one from a crossing guard point of view; one from a driver’s point of view when pedestrians cross against a red light; and one from a driver’s point of view who is impatient at having to wait for pedestrians to cross in a crosswalk. The response from the community was very positive, in that many people reported seeing the PSAs and that it gave them cause to think in regards to this important subject matter. The PSAs have continued to run on local TV stations airing into spring 2011.

Monthly Collaboration Meetings – Continuous

Representatives from School Police Services and Springfield Police Department have been meeting on a monthly (and sometimes weekly) basis for discussion on a wide variety of topics. These meetings have also provided a venue to dialogue about issues related to mutual response of the departments to school incidents in an attempt to further clarify roles for responding officers from each department. A list of current meetings includes; Monthly Sergeants Meeting, Gang Task Force Meeting, Underage Drinking Task Force, Traffic Advisory Board of Springfield, and the School Crossing Protection Committee Meeting.

Old Hickory Hills Building

After the move to the new Hickory Hills School Building in January of 2010, the Old Hickory Hills Building was utilized by several agencies as a training facility. School Police Services, Springfield Police Department, Springfield Fire Department, Drury Law Enforcement Academy, Greene County Sheriff Department and other local law enforcement and fire agencies taught and cross trained in the building. This collaboration between School Police Services and the other agencies has built, strengthened, and enhanced training, intelligence sharing, and will provide for a better and more coordinated response to emergency events in the city and county.

Missouri School Resource Officers Association Conference

During the past five years School Police Services has sent 26 officers to the annual Missouri School Resource Officers Association Training Conference. This annual event brings together School Resource Officers from across the state of Missouri and has provided both valuable training and information to the officers attending. Topics such as

the Beslan School Hostage Crisis, Bullying, Inside the Mind of a Teen Killer, Internet Safety just to mention a few.

Selection of Springfield Police Department's new Chief

The Director of School Police Services was selected to serve on the search committee for the Police Chief for the City of Springfield.

Key Strengths:

1. Classroom and community presentations are well received (Department Goal 1.1)
2. Increased supervision and observation at high school dismissal (Department Goal 2.1)
3. The number of community presentations can be sustained (Department Goal 3.1)

Key Opportunities for Improvement:

1. Increase the number of officers due to increased workload and demand for more Safety services (Results 1.2)
2. Impact dismissal incident awareness through increased officer activity and involvement (Results 2.2)
3. Increase community awareness and image of School Police Services (Results 3.1)

Next Steps:

1. Encourage greater support from District leaders to embrace classroom and Safety and security issues
2. Communicate in greater accord with increasing numbers of community partners to assist in special projects
3. Explore further opportunities for participation in additional collaborative projects, as well as area and state school policing programs and trends

Submitted by:

Tom Tucker, Director
School Police Services

Date: May 3, 2011