

**SAFETY AND SECURITY ASSESSMENT**  
*Los Angeles Community College District*

July 7, 2021

## WHO WE ARE

*Hillard Heintze, a Jensen Hughes company, is one of the leading security risk management firms in the United States. We help clients protect their people, performance, interests and reputations by offering services that provide insight, deliver assurance and instill confidence.*

- + Extensive experience in police reform and independent law enforcement assessments
- + Extensive experience in security assessments of technologies, processes, practices and personnel

 **HILLARD HEINTZE**  
A Jensen Hughes Company

## WHAT WE DID

*Document review – thousands of pages of policies, procedures, plans, records, memos*

*High-level risk, threat and vulnerability assessment of the campuses, district office and satellite facilities*

- + Neighboring community
- + Crime statistics
- + Perimeter
- + Access control measures
- + Cameras
- + Lights
- + Communication
- + Staffing levels
- + Plans
- + Processes

### *Stakeholder Outreach*

- + Team of African American, Hispanic and White women and men
- + Current and former law enforcement executives, attorneys, human resource professionals and project managers
- + Hundreds of people contacted
- + 11 Community Forums – each campus, ESC & student only
- + 8 Focus Groups including Labor unions, LASD and LACCD administrative personnel
- + Dozens of individual interviews
- + Survey – accessed by over 7,000



## WHAT WE DID

### *Staffing Study*

Reviewed LASD campus calls for service to determine workload

- + CAD data incomplete and inconsistent
- + LACCD records inconsistent
- + Data lacks community-oriented tasks

Researched and compared other campus security models

- + 2020 – public discussion on role of police

Examined crime data on and around campuses

- + low on campus in comparison to adjacent areas (Bubble of Safety)



## WHAT WE DID

### *LASD*

#### Assessed LASD

- + Mission and values
- + Bureau Operations
- + Campus Operations

#### Communications

- + Dispatching
- + Radio interoperability
- + Emergency communications
- + Notifications and reporting processes

#### Training

- + Mandatory POST
- + Mental health crisis awareness and response
- + Differences in sworn and non-sworn officers' training requirements

## WHAT WE WERE TOLD

- + Supportive of LASD and concept of security
- + Community engagement
- + Mental health crisis response
  - Civilian counterparts
- + Armed officers – potential hybrid
- + Primary threat is an active shooter incident
- + Primary concern is homelessness
  - Wide range of individuals
- + More patrols – foot, bike and carts (night classes)

## WHAT WE WERE TOLD

- + Less formal uniforms
- + Training
- + Better communication – perception
- + Better accountability for persons on campus – ID's
- + Better security technology for example, cameras, access control, lights
- + Less public access to campus





## WHAT WE FOUND

- + Assessment provided valuable insight
- + Develop a strategic security plan
- + Implement a district-wide 24/7 security operations center with centralized dispatching for all campuses
  - Increased safety
  - Improved emergency response
  - Increased visibility
  - Increased accountability
  - Data analysis
- + Standardize emergency management response
- + Invest in the Safety and Emergency Services Section

## WHAT WE FOUND

- + Implement minimum standards for campus security measures
  - Response procedures
- + Standardize performance metrics and reporting required of LASD
  - Community policing measurement
- + Implement a report management system
  - Streamline reporting, notifications and accessibility
- + Integrate Risk Management and Legal Department in report and incident workflow process
  - Identify patterns & trends
  - Mitigate risk

## WHAT WE FOUND

*Majority of stakeholders are supportive of the LASD services on campus*

- + Forums – Focus Groups – Interviews – Survey
- + Voiced concerns for improvement
  - More community engagement
  - More patrols – night classes
  - More visibility – foot, bike and cart
  - Better communication
  - Less formal uniforms
  - Majority desire some level of armed officers
- + Armed encounters - primary concern
  - Small but vocal opposition to LASD

## WHAT WE FOUND

- + Females were the largest respondent group, as were Hispanic/Latino
- + Students were more heavily represented than staff, faculty and administrators
- + Multi-racial/multi-ethnicity respondents, and those that declared non-binary, were less accepting of LASD
- + Blacks and Hispanic/Latino, and males were more accepting of LASD
- + Blacks and Hispanic/Latino, and males report that LASD is more effective at building positive relationships on campus than do White respondents and other genders
- + Faculty and staff feel less safe on campus than students and administrators
- + Over 76% of respondents listed their preferred security services provider as LASD over other options



## WHAT WE FOUND

*LACCD is encouraged in the near-term to establish the framework for security oversight*

- + Security Director to establish ownership of the day-to-day security operations across campuses
- + Routine reporting processes
- + Evaluate and adjust newly implemented practices, protocols, reporting and performance metrics
- + Establish clear processes for security technologies

## WHAT WE FOUND

- + Establish clear ownership of security technologies
  - Audits
  - Monitoring
  - Maintenance
  - Repairs
  - Communication
- + Prioritize security technologies based on crime/incident data
- + Adopt a standardized communications plan
  - Methods
  - Frequency
  - Content
  - Personnel



## CONCLUSION

*LACCD has taken a critical step forward in the security process.*

- + Embrace the community-oriented policing model
  - A seat at the table
- + Increase day-to-day insight and oversight of the security provider
  - A director of security – robust reporting
- + Security Operations Center - Centralize dispatching
  - Consistency – awareness - officer safety and accountability – data collection – monitor technology
- + Standardize processes and procedures
  - Develop consistent performance metrics and processes
- + Leverage security technology
  - Integrate alarms, cameras, access control - centralize monitoring

*Any questions?*

*Thank you for your time.*

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