



The University of North Carolina at Chapel Hill
Department of Public Safety

Annual Report 2013 / 2014



Protecting North Carolina's Future



Department of Public Safety

The University of North Carolina at Chapel Hill



Annual Report

Fiscal Year 2013-2014

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Photo credits: Photo showing Bike Patrols near UNC's Old Well courtesy of Dan Sears, UNC News Services. All other photos provided by UNC Department of Public Safety.

Dear University Community:



This report reflects the united efforts and resulting achievements of our organization over the 2013-2014 fiscal year. It is our goal through this report to communicate our vision of being the leading community-oriented Public Safety Department in the nation.

A traditional college experience can be filled with examples of one-sided communication. From lectures to speeches, universities are committed to imparting knowledge to tomorrow's thinkers and leaders. I'd like to go a step further, however, and propose that this publication stands as an open invitation into conversation. This is an offer to the entire University of North Carolina - Chapel Hill community to enter into the ongoing discourse that truly defines the level of confidence, safety, and well-being at America's first State University. In the following pages, you will find information which reflects not only the state of campus security, parking, and transportation and the information, resources, and innovative technologies which, will conspire create a stronger, safer, more accessible, more sustainable community in the future.

Community Oriented Policing ("COP") speaks to this philosophy of collaboration, and it has been an effective tool in developing a more secure atmosphere here at UNC-Chapel Hill. COP is a management approach that promotes greater visibility, the forging of partnerships between Public Safety and members of the University community.

As such, we have maintained and contributed to our relationships with area law enforcement agencies and our neighbors throughout the local community. One example is Crisis Intervention Team ("CIT") training, which provides officers and personnel more options when encountering people with mental illness, disability, or substance abuse issues. Also in the spirit of community-mindedness, "Coffee with a Cop" programs offer community members the opportunity to join police officers for coffee and conversation. In coordination with other area law enforcement agencies, these programs have been offered in residence halls and campus dining facilities.

This past year, the "Shop with a Cop" program paired local children in need with police officers from local agencies, including UNC Public Safety. Officers accompanied children who were given gift cards and assisted in picking out items to purchase at a local Walmart. In 2014, Enterprise Fleet Management and the Chapel Hill Optimist Foundation again provided \$1,500.00 in support of the initiative.

UNC is fully engaged in the collaborative pedestrian safety efforts which constitute the "Watch for Me NC" campaign, now in its third year. More information about the "Watch for Me NC" campaign can be found at <http://www.watchformenc.org>.

Other events conducted in partnership with fellow agencies over the past year have included the Halloween SafeTober Safety Fairs, a Wildlife Safety Day at UNC's Faculty Staff Recreation Area (the "FARM") in July, the annual "Cyclicious" bicycle safety fair in the Pit during the first week of classes this academic year, and a Fire Safety Fair was held each September. We also helped to stage numerous Drug Drop/Mission Medicine events.

We have continued to gather with first responders from the town, county, and state on a regular basis to discuss emergency responses and hold tabletop emergency exercises simulating numerous large-scale critical incident scenarios. A full-scale exercise in summer, 2014 was to focus on a response to a hazardous materials spill caused by a traffic collision. But preparation for a campus emergency is empowering more and more UNC-CH community members who have learned how to respond in the event of an active shooter scenario by attending one of the "Shots Fired" training presentations offered by our Community Response Team (CRT) officers. Additionally, instructive videos provide officers with tools to help prevent violence on campus as part of our Violence Awareness Program. Another program administered by Public Safety Crime Prevention is the longstanding, hands-on RAD (Rape Aggression Defense) classes. The RAD

system traditionally offers women-only instruction on self-defense to promote viable considerations for women when attacked.

Public Safety has continued to stay abreast of widely-used methods of communicating via social media through a presence on both Facebook (“UNC Department of Public Safety”) and on Twitter (“@UNCDPS”). Because an extremely high percentage of the University community - both on campus and beyond Chapel Hill - seeks information in this fashion, the use of social networking has become essential in the communications arena, not only in the dissemination of information, but also to set the record straight on misinformation and gossip.

As part of our goal to provide and maintain a safe and sustainable University community, we continue to advance progressive ideas in improving campus accessibility through parking. Construction is ongoing on the Craige Parking deck expansion project. A vertical expansion will provide three additional levels with an additional 900 spaces. The construction and additional spaces will have a significant impact on vehicular and pedestrian traffic on and along Manning Drive once construction begins on the upper levels. The deck should open in 2015.

We also continue to promote sustainable alternatives to vehicle operation and registration for the campus Commuter Alternative Program (CAP). Strides by Transportation Demand Management coordinator Amanda Simmons earned another award from "Best Workplaces for Commuters," recognizing DPS's compliance with "Best Workplace" standards for over 10 years.

Examples of UNC’s emphasis on sustainability included hosting a UNC Bicycle Plan Information Fair last year, bike safety fairs, and a bike auction. We are also actively involved with “Our Transit Future,” the study of regional rail transit within a corridor study area that spans Orange, Durham and Wake counties. On-going planning and project development is providing comprehensive analysis of new rail corridors to enhance mobility for the future, including a prospective light rail corridor serving a UNC-Durham corridor within the next decade.

In early 2012, we completed an assessment conducted when assessors representing the Commission for Accreditation of Law Enforcement Agencies (CALEA) visited Public Safety and we were awarded Meritorious" accreditation later that year, reflecting 15 straight years of consistent commitment to the values and standards set forth by CALEA. Preparation is underway for another CALEA visit in 2015.

Public Safety is better prepared to meet the future demands through the hiring of talented individuals who will help to meet those challenges head-on. Than Austin joined Public Safety in 2014 as Associate Director for Transportation Planning and Strategy, having worked for nine years as a transportation planning consultant on US campus projects. Clery Act Compliance Specialist Ed Purchase arrived at UNC in April 7 and is working with numerous campus agencies to ensure the University’s compliance with the Clery Act. Finally, Public Safety added to its K9 contingent (“Buddy”) with the acquisition of "Molly," a four-year-old Black Lab just back from two tours of duty with US Marines in Afghanistan.

We remain committed to creating and fostering partnerships to “Protect North Carolina’s Future”, and to that end welcome your input and encourage you to visit our website at www.dps.unc.edu. You may personally contact me Monday through Friday at (919) 966-5730 or by email: Jeff_McCracken@unc.edu should you have questions or comments about this report or suggested improvements for our department.

Sincerely,

Jeff B. McCracken
Chief Jeff B. McCracken
Director of Public Safety

Departmental Accreditation

In 1992, the Department of Public Safety (DPS) began an accreditation process managed by the Commission for the Accreditation of Law Enforcement Agencies (CALEA). The Department had its first on-site assessment in September 1995. During this audit, independent assessors from CALEA reviewed the operational processes of the Department to determine if it was in compliance with over 400 CALEA standards. As a result of a successful on-site assessment, the Commission on the Accreditation of Law Enforcement Agencies awarded Accredited Status to DPS on November 18, 1995. Since that original award DPS has been successfully reaccredited by the Commission on the Accreditation of Law Enforcement Agencies in all five subsequent attempts.

In March, 2012, DPS underwent its fifth reaccreditation on-site assessment. After reviewing files and speaking with members of the department and university community the assessors recommended in their report to the commission that DPS receive its sixth accreditation award in November 2012 in Jacksonville, Florida for its compliance with the 482 Standards of the Advanced Law Enforcement Accreditation.

The Commission on the Accreditation of Law Enforcement Agencies is an internationally recognized accrediting program for Law Enforcement Agencies in other countries. To date a total of eight other countries in addition to the United States are in the CALEA process. DPS was the first internationally accredited university law enforcement agency in NC, one of only five universities currently accredited in the state, one of only 69 in the country to include the eight other countries, and the second-largest accredited university police agency in the nine countries. This accreditation program provides our agency an opportunity to voluntarily demonstrate that we meet an established set of professional standards.



Vision

We are committed to being the leading community oriented public safety department in the United States.

We will be recognized as leaders in our profession by providing quality, customer focused, problem-solving services in partnership with the diverse community we serve.

Through open and honest communications both internally and externally we will foster a work environment that respects and values all of our department members and encourages individuals within the organization to contribute to an overall team atmosphere supporting department excellence.

We strive to be an organization that treats all of our customers with dignity. We will accomplish this by being the model of professionalism with every interaction we have whether we are providing 911 communications, police, security, and parking or transportation services.

Excellence in all professional endeavors is our desire. By maintaining our ethics, communicating effectively and striving to be the best in all that we do, we will realize our vision.

Mission

We support the University's core mission of teaching, research, and public service by developing partnerships within the University Community that encourage problem solving and communication in order to identify and address public safety and transportation needs with professionalism and integrity, while protecting North Carolina's future.



Core Values

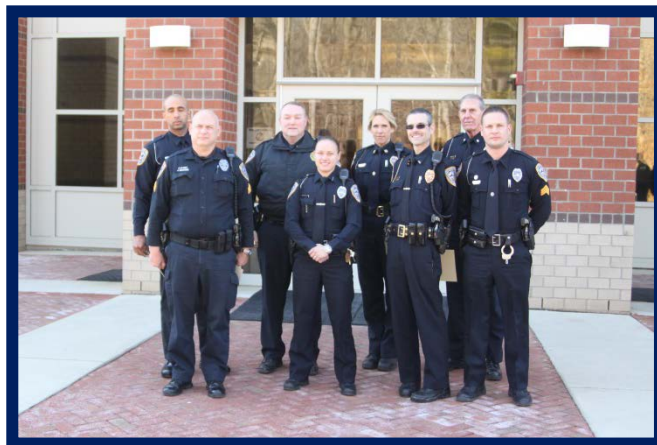
Employees: Our employees are the department's most valuable assets and they are empowered to develop creative solutions to university problems. We respect the contributions of each member of the department and prosper when we promote the development of our people. We are proud of who we are, of our department's achievements, and of the university we represent.

Customer Service: We are committed to continually enhancing the level of service provided to the university community. We will recruit and develop employees who are committed to customer service, view the public as our most valuable asset, and are accountable to the university community for providing excellent service.

Problem Solving: We aggressively identify problems by being active members of the university community. We utilize sound problem solving techniques to solve problems while keeping the university's best interest in mind. When presented with complex problems we seek innovative solutions.

Professionalism: We will be courteous, knowledgeable, honest, fair and understanding to all of our customers. We maintain our image through appearance and demeanor, in a manner that reflects positively on the department.

Communication: We encourage and participate in the flow of information within the department and the university community. We expect all of our employees to share information and ideas that promote open communication enhancing learning, discovery, and performance.



Integrity: It is incumbent upon all employees to conduct themselves responsibly honoring the highest moral and ethical standards. We are uncompromising in our commitment to truth, honesty, and respect in all relationships. We hold ourselves accountable for our actions and take pride in a professional level of service to the university community.

Partnerships: The collective interaction between all members of the department, the university community and others to reduce crime, improve quality of life and enhance customer service.

OFFICER AND EMPLOYEE OF THE YEAR: 2013 / 2014

The DPS Annual Award Ceremony was held on Friday, June 13 at the Sonja Haynes Stone Center.

In addition to the numerous commendations and certificates of merit and appreciation disseminated throughout the course of the ceremony, the Department named Officer James David (below, left) as “Police Officer of the Year” and Parking Control’s W. Frank Arthur (below, right) as “Employee of the Year.”

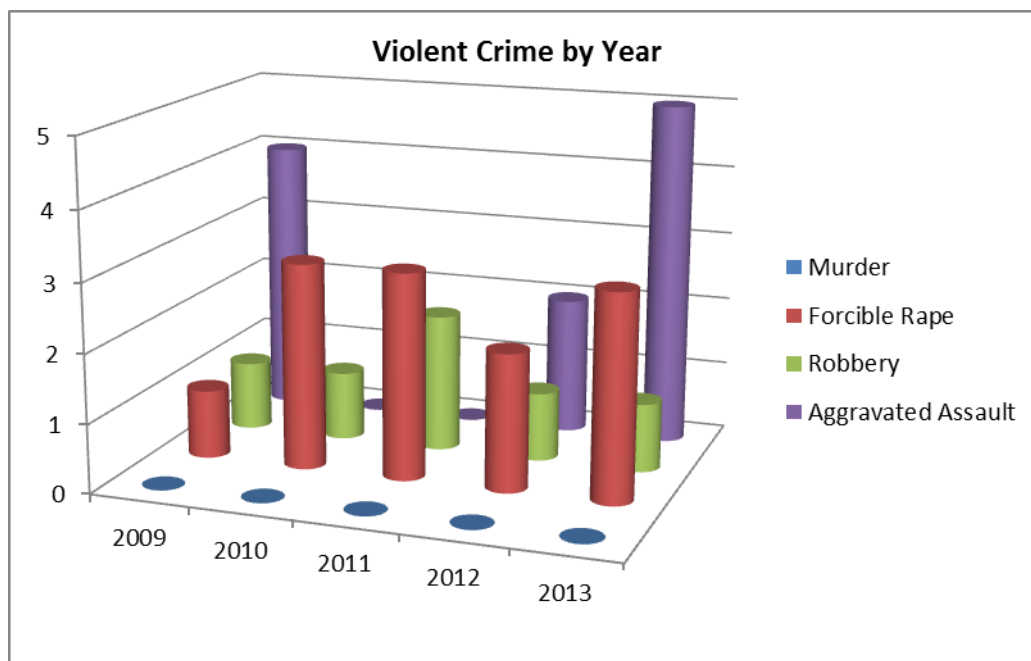


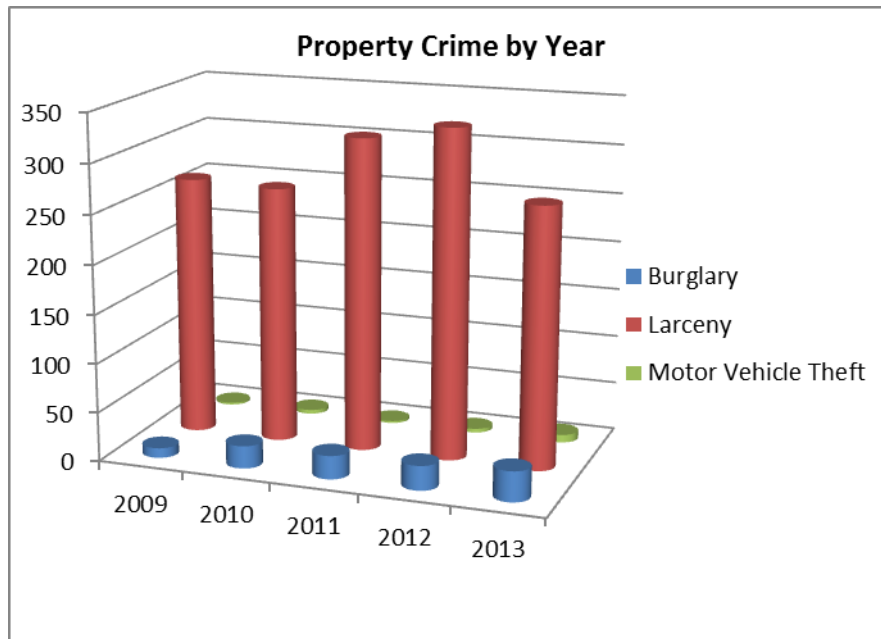
Crime Statistics

CAMPUS CRIME STATISTICS:

Crime Statistics

<u>Violent Crimes</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
Murder	0	0	0	0	0
Forcible Rape	1	3	3	2	3
Robbery	1	1	2	1	1
Aggravated Assault	<u>4</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>5</u>
Total	6	4	5	5	9
Property Crimes					
Burglary	10	23	24	25	31
Larceny	265	262	319	335	266
Motor Vehicle Theft	2	4	2	4	8
Total	277	289	345	364	305
Arson	0	0	1	0	1
TOTAL	283	293	351	369	315





CAMPUS SECURITY REPORT AND CLERY STATISTICS:

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act [20 U.S.C. 1092(f)] requires institutions of higher education to produce and distribute an annual report containing information on their campus crime statistics and campus security policies, updated yearly. In accordance with that requirement, The University of North Carolina at Chapel Hill (UNC) has prepared a campus security report available for inspection online at the following link:

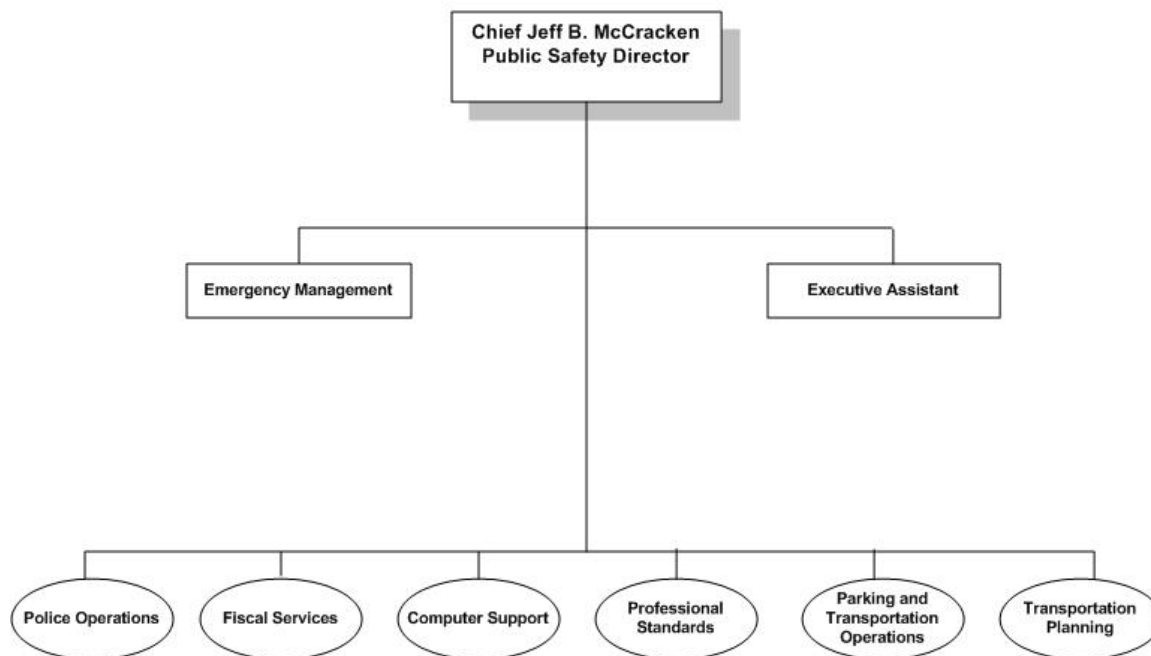
<http://www.dps.unc.edu/securityreport/>

Notice of the online publication of this report is distributed annually to all students and employees of UNC in a campus-wide email containing a link to this electronic version of the report. In addition, any applicant for admission or employment may receive a copy on request.

The information contained therein is organized with reference to the requirements of each section of the statute. Additional information concerning safety and security appears at the end of the report.

UNC DEPARTMENT OF PUBLIC SAFETY ORGANIZATIONAL CHART

UNC-Chapel Hill Department of Public Safety Organizational Chart



Departmental Divisions, Organization, and Personnel

DPS is a service agency dedicated to the safety and security of the University community as well as providing parking and transportation services to those needing access to the campus. The Director of Public Safety reports to the Associate Vice Chancellor for Energy, Environmental Health, and Campus Safety.



DPS is nationally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA). It is one of the few campus law enforcement agencies to operate an E 911 center, which serves as the sole E 911 back up for the Orange County Emergency Communications Center. The delivery of services centers around one primary concern: "Protecting North Carolina's Future." This commitment includes the provision of services to the community

when crimes occur, as well as the prevention of crime. The employees of DPS continue to work in partnership with the community to deliver the finest possible services available.

The department consists of 207 permanent employees (including 50 sworn police officers) and 127 temporary employees (including 16 sworn reserve police officers).

The department provides services to the campus by analyzing existing or potential crime and safety problems, and developing problem solving partnerships to prevent and/or control these problems. Campus access is analyzed regularly as well to ensure the effective use of transportation and parking resources to meet the varying needs of different user groups. The department receives feedback from the campus community concerning its operations every two years through a customer survey.

Operating Budget for 2013-2014, including receipts was approximately \$30 million.

The major divisions and sections of the Department are summarized in the following sections.



OFFICE OF THE DIRECTOR

Chief Jeff B. McCracken
Director
Phone (919) 966-5730

Staffing: 8 Permanent

Office of the Director of Public Safety consists of the Director of Public Safety at the rank of Chief, an Executive Assistant, and the Emergency Management Coordinator. These are in addition to the Assistant Directors/Managers who supervise the departmental Divisions (Senior Staff). Department personnel and resources are organized in a manner that ensures maximum efficiency and effectiveness. It is the responsibility of the Director to ensure that the employees of the department work in partnership with the community to deliver the finest possible services available through active problem solving.

Emergency Management Coordinator coordinates all emergency preparedness and response planning efforts for the UNC campus. Serves as a liaison and coordinates with key administration and departments across the campus as well as UNC General Administration, organizations throughout the local Municipalities, Orange County, and the State to achieve and maintain campus disaster readiness.

Departmental Goals The Director oversees the department's annual goal setting process. Each May the Senior Staff solicits input from the employees assigned to their areas concerning potential goals for the upcoming fiscal year. In June the Senior Staff participates in a working retreat with the Chief to develop the goals for the upcoming fiscal year utilizing the input of the employees. Each division establishes four goals with accompanying quantitative measures, one in each of the following areas: customer service, financial performance, crucial process, and internal innovation. Current year goals are incorporated into each Work Plan and employees are evaluated on their efforts towards achievement. Examples of goal achievement for the 2013 / 2014 fiscal year can be seen under the heading of *Accomplishments* in the Division sections of this report.



POLICE OPERATIONS BUREAU

Lt. Col. George B. Hare
Deputy Director
Phone (919) 966-4994

Staffing: 100 Permanent
78 Temporary

The Operations Bureau is passionately committed to creating a stronger, safer campus community—a community resolved and unified against crime. Our Community Oriented Policing (“COP”) speaks to this philosophy of collaboration which has worked well in dramatically curbing crime in municipalities and institutions across the country, and it has been an effective tool in developing a more secure atmosphere here at UNC-Chapel Hill. COP is an organization-wide belief and management approach that promotes greater visibility, the forging of partnerships between Public Safety and members of the University community, proactive problem-solving, and community engagement.

The Operations Bureau is responsible for patrol squads, security, Reserve Police Officer Program, Special event police/security operations, 911 emergency communications, investigations, crime prevention, and the training sections of the department as well as the public relations/public information. These functions are divided among the following divisions and sections or functions:



Patrol Division consists of five (5) squads. Four (4) “front line” Patrol Squads are generally responsible for responding to routine and emergency calls for service. The fifth squad, the Community Response Unit, consists of a Traffic & Pedestrian Safety Team, K-9 officer, and a bike patrol team. This Division also manages Reserve

Police Officer Program, consisting of 20 part-time sworn police officers, the Special Events Security function, and has oversight responsibility for the department’s Mobile Command Center.

Support Services Division consists of the Criminal Investigations Section responsible for investigating certain misdemeanors and all felonies occurring on campus, the Community Services Unit, the Training and Recruiting Section, and the Security Section, which provides full-time and part-time, non-sworn contract security to numerous campus departments throughout the University.

Public Relations/ Public Information Section drafts regular internal communication for the Director's office, disseminates public and media information, and acts as the official spokesperson for the Department of Public Safety.

Emergency Communications Center (ECC) is the department's E 911 Public Safety Answering Point (PSAP) which provides 24-hour emergency radio network, DCI/NCIC computer and telephone coordination and documentation. The ECC is operational 24 hours a day, 365 days a year, receiving emergency and non-emergency calls that are placed from phones located in University buildings, wireless callers within the jurisdiction and calls placed from UNC Hospitals.

POLICE OPERATIONS BUREAU ACCOMPLISHMENTS

Emergency Response Preparedness:

Public Safety Commanders meet bi-monthly with first responders from the town, county, and state on a regular basis to discuss emergency response and hold tabletop emergency exercises simulating numerous large-scale critical incident scenarios. It is through exercises like these, the continual evaluation of emergency communications in the wake of actual incidents, and police responses on campus that the Alert Carolina system continues to be reshaped and improved. This is a solid collaboration and partnership among Public Safety and local, state and federal emergency responders.

Tabletop exercises depicting a multi-agency response to an active assailant / hostages and other emergency scenarios occur annually. These "drills" lay the groundwork for a full-scale exercises during which officers from our department and first-responder personnel from throughout the community worked together to mitigate a staged threat performed by actors.

As in the previous years, UNC-CH community members have attended one of the "Shots Fired" training presentations offered by our Community Response Team officers. These officers meet with 1,155 staff and students from departments to residence halls to enhance the campus community's understanding of how to react in case of a violent event. Additionally, instructive videos provide officers with tools to help prevent violence on campus. "Silent Storm: Intimate Partner Violence and Stalking: The Impact on the Workplace" and "Flashpoint on Campus: Recognizing and Preventing Violence on Campus" are also a part of our Violence Awareness Program.

Also, this past year, Public Safety doubled its K9 contingent with the acquisition of "Molly," a four-year-old Black Lab just back from two tours of duty with US Marines in Afghanistan. Molly joins "Buddy," already a Public Safety six-year veteran, who has been extensively trained and now can identify dozens of odors reflecting the presence of explosive materials and chemicals. Buddy is also ATF (Alcohol / Tobacco & Firearms) trained and has received the International Police Work Dogs Accreditation (IPWDA).

Traffic and Pedestrian Safety:

The Police Operations Bureau is committed to the use of engineering design, safety programs, and consistent enforcement as a three prong approach to enhancing safety for motorist, pedestrians and bicyclists on campus. While the traditional “Yield to Heels” pedestrian safety program is no longer active, having run successfully for almost a decade, UNC is fully engaged in the collaborative efforts which constitute the “Watch for Me NC” campaign. Now in its third year, the initiative is supported by the NCDOT, UNC’s Highway Safety Research Center, and the National Highway Traffic Safety Administration. The campaign, which targets the entire Triangle, consists of pedestrian and driver safety messages through social and electronic media. Localizing this initiative to UNC, Public Safety has stepped up enforcement and communications efforts, positioned police officers at high-traffic crosswalks, and, this year, even sponsored prizes to those pedestrians and bicyclists seen adhering to common sense practices. More information about the “Watch for Me NC” campaign can be found at <http://www.watchformenc.org>.

The well-attended Halloween “Booze It & Lose It” campaign kick-off event last year was hosted by UNC, beginning with a press conference event at the Dean E. Smith Center, perfectly timed to target those Halloween revelers who weigh the decision to get behind the wheel and drive drunk.

Staff from the Police Operations Bureau chair the university’s Pedestrian Safety Committee which includes students and key staff members from the university, the Town of Chapel Hill’s Traffic department and NC Department of Transportation. The committee meets monthly to identify hazards related to pedestrian and bicycle interaction with vehicles on campus and mitigating those hazards.

Crime Prevention / Community Relations Programs:



We have maintained and contributed to our relationships with area law enforcement agencies, the Town of Chapel Hill, Chapel Hill Transit, and our neighbors throughout the local community. Many of our police officers have joined fellow officers from throughout the region to take advantage of Crisis Intervention Team (“CIT”) training. With the mission of giving officers more options when encountering people with mental illness, the CIT program represents a formalized partnership among mental health, developmental disability, substance abuse, consumer advocacy, and law enforcement agencies.

Coordinated by Orange/Person County Mental Health, the 40-hour courses offered several times each year continue to graduate more and more of our officers.

This past year, the “Shop with a Cop” program paired children from a local elementary school in need with police officers from local agencies, including UNC Public Safety. Officers rode a bus to Walmart in Hillsborough, NC and accompanied children who were given gift cards and assisted in picking out items to purchase. The

children were also given a pre-filled holiday stocking from the Chapel Hill Optimist Club. This year, Enterprise Fleet Management and the Chapel Hill Optimist Foundation are again providing \$1,500.00 in support of the initiative.

Other events conducted in partnership with fellow agencies over the past year have included the SafeTober Safety Fairs in the days leading up to Halloween, 2013, staged at both the SASB Plaza and at Granville Towers, a Wildlife Safety Day at UNC's Faculty Staff Recreation Area (the "FARM") in July, a "Cyclicious" bicycle safety fair in the Pit during the first week of classes this academic year, and a Fire Safety Fair was held again in September, 2014. We also helped to stage numerous Drug Drop/Mission Medicine events, offering people the chance to safely discard expired or unused prescriptions. Through our involvement with the North Carolina Harm Reduction Coalition (NCHRC), the state's only comprehensive harm reduction program, and through joint efforts with area police agencies, our collaboration oversaw numerous drop-boxes at locations throughout the community. These drops are intended to offer the general public a disposal method for liquid and pill medications that are expired, unused, or unwanted, thus reducing the risk of poisonings and reduce the ecological impact on the local water supply.

Video presentations and onsite programs are integral to our philosophy of COP. As such, our officers are not relegated to desks or patrol cars: they are out and about in the University community at such collaborative events as Fall Fest that highlight the start of every new academic year, SafeTober Fair each October, CTOPS freshman orientation programs throughout each summer, visits to the FARM faculty/staff recreation center summer camp, residence hall community fairs, and a Cyclicious bike safety event held in the Pit during the first week of classes each August. Another program administered by Public Safety Crime Prevention is the longstanding, hands-on RAD (Rape Aggression Defense) classes. The RAD system traditionally offers women-only instruction on self-defense, enhance viable considerations for women when attacked. For the first time, however, Public Safety is considering offering a new RAD program for men (Resisting Aggression through Self-Defense training).

Clery Compliance

The Public Safety Department hired a Clery Act Compliance Specialist, who arrived at UNC on April 7. He is responsible for working with numerous campus agencies to ensure the University's compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act and associated regulations. The Specialist provides leadership and works collaboratively with various offices throughout the University to develop policies, procedures, activities and protocols related to Clery compliance which includes the Annual Campus Security Report Including Missing Persons and Fire Safety Report; public Daily Crime Log; and emergency, notification requirements.

Public Information:

Also Public Safety has continued to stay abreast of widely-used methods of communicating via social media through a presence on both Facebook (UNC Department of Public Safety) and on Twitter (@UNCDPS). Because an extremely high percentage of the University community - both on campus and beyond Chapel Hill - seeks information in this fashion, the use of social networking has become essential in the communications arena, not only in the dissemination of information, but also to set the record straight on misinformation and gossip.





FISCAL SERVICES DIVISION

Wilhelmina Steen
Assistant Director
Phone (919) 843-5414

Staffing: 8 Permanent

Fiscal Services supports DPS by providing all financial services and human resource services needed to effectively and efficiently manage the department. It is comprised of the following sections:

Financial/ Budget Services manages all financial areas of the Department including budgeting, internal and external financial reporting, long range planning, and purchasing. Provides oversight of State, receipt, and grant budgets including accounting for all expenditures and monies received by DPS. Ensures compliance with all UNC business and financial policies. Emphasis on multi-year budgeting for receipt-funded Parking operations, to support UNC's Development Plan for parking as specified in the Master Plan. On-going analyses to monitor costs and investigate areas for cost reduction.

Human Resources manages all processes related to recruiting, hiring, pre-employment background checks, employment eligibility verification, leave maintenance, compensation and classification, performance management, disciplinary actions, time capture TIM, payroll reconciliation, and benefits for all sworn and non-sworn DPS personnel. Ensures adherence with all State and UNC personnel rules and regulations. Complies with NC Department of Justice, Law Enforcement Training and Standards requirements regarding recruitment and employment of sworn personnel and maintenance of State law enforcement certification.

FISCAL SERVICES DIVISION ACCOMPLISHMENTS

New Staff Hired and Oriented: Hired 101 permanent and temporary employees including personnel for sworn and non-sworn positions in all divisions.

Assisted Police in Creating and Implementing New Salary Structure: Worked with Police Administration and OHR to develop a sworn progression salary structure consistent with career banding. Educated sworn personnel about new structure and the impact on each individual. Submitted salary actions as needed to implement the new sworn salary structure.

ConnectCarolina Transition: Participated in testing and working groups for CC Finance, CC HR, and PeopleAdmin. Worked to ensure that DPS needs are taken into account in the structure and design of the new infrastructure systems. Triaged and prepared all DPS data for 10/1 CC go live.



COMPUTER SUPPORT DIVISION

Todd Arnold
IT Manager
Phone (919) 962-5027

Staffing: 4 Permanent

Computer Support provides end-user support, application support, web development, Server support and database support / development for Police and Transportation and Parking. Computer Support is comprised of the following sections:

Police Support provides end-user assistance, application support / development, statistical analysis and training to sworn personnel and non-sworn police support staff.

Application and Database Development is provided to the both departments through custom programs and integration with existing software. Training and project management are integral parts of this service.

End User Support provides networking, application, server, database and operating system support to both Police and Transportation & Parking staffs.

COMPUTER SUPPORT DIVISION ACCOMPLISHMENTS

- Changes to our T2 system relative to Connect Carolina project implementation have been made and are in production. These changes involved direct transfer and payroll changes including hospital payroll.
- We have developed two new websites on a new platform to replace our dated DPS shared site.
- We deployed Netmotion in the squad cars to improve connectivity, allow AD access and allow advanced encryption and authentication.
- We migrated from Campus Services AD to campus AD allowing us to leverage campus wide services including LDAP authentication and Exchange services.



PROFESSIONAL STANDARDS DIVISION

Capt. Ollie Bowler
Professional Standards Commander
Phone (919) 962-0563

Staffing: 2 permanent

DPS is an internationally accredited Public Safety department through the Commission on Accreditation for Law Enforcement Agencies (CALEA). Professional Standards manages and coordinates the accreditation process and provides proof of compliance for General Orders that govern department standards of operation. Internal Affairs complaints are reported to and investigated by this division. This division coordinates and develops orientation and training programs for all civilian personnel. This division is comprised of the following sections:

The Accreditation Section maintains and coordinates proof of compliance for 480 internationally recognized standards for law enforcement agencies. Develops and distributes General Orders to all departmental employees that define authorized departmental operations and policies.

The Internal Affairs Section Investigates complaints of alleged improper behavior against members of the Department of Public Safety. The Professional Standards Commander investigates each case and forwards the results to the Chief for his review and appropriate disposition.

The Policy Maintenance/Development Section maintains the department's policies on-line and develops policies as needed for direction of the department.

The Staff Development Section coordinates orientation and training for all civilian personnel that is necessary for the effective and efficient performance of duties and to enhance employee growth. This section also organizes the development, dissemination, and analysis of the department's community-based customer survey.

PROFESSIONAL STANDARDS DIVISION ACCOMPLISHMENTS

CALEA Accreditation Upon a successful CALEA On-Site Assessment in March 2012 and having been awarded a sixth CALEA Award in November, 2012, have begun amassing materials and preparing for onsite re-assessment in Spring, 2015.

Internal Affairs Investigation: completed five investigations during this period for the Chief's review.

In-Service Training: provided 24 hours of instruction to all civilian personnel. Coordinated additional training including traffic direction, CPR, hazmat, and use of defibrillators. This training provided essential instruction to facilitate employee work duties.





PARKING AND TRANSPORTATION OPERATIONS DIVISION

Cheryl Stout
Assistant Director
Phone (919) 962-7136

Staffing: 87 Permanent
 35 Temporary

The Ordinance Regulating Traffic and Parking on the Campus of the University of North Carolina at Chapel Hill is adopted annually by the University's Board of Trustees pursuant to Chapter 116, Article 1, and Part 6 of the General Statutes of North Carolina. It defines the general rules of operation for the parking system.

Parking Services manages all parking for the University community, which represents approximately 40,000 daily trips and 1 million visits annually by students, staff, faculty, event patrons, and patients/visitors including those to UNC Health Care. Parking Services is comprised of the following sections:

Registration manages the registration and distribution of permit and transit resources to accommodate the commuting and transportation needs of the University community. This section manages in-person payments, daily deposits, citation appeals, reservations, event coordination, and receptionist duties for the department.

Pay Operations manages the hourly parking facilities and meters that support visitor/patient or short-term parking access to the campus and medical facilities. This area serves as first point of contact for visitors coming to the University and Hospital.

Transportation Demand Management / Marketing coordinates a nationally and regionally-recognized Commuter Alternative Program (CAP) that provides incentives to encourage sustainable transportation modes for campus commuters. This area develops and distributes marketing materials and generates pertinent communications to the University community.



Parking Control Section enforces the rules and regulations outlined in the Ordinance Regulating Traffic and Parking on campus. This section develops and implements parking and traffic plans to manage emergency and special event operations at the University.

Parking Maintenance manages the maintenance and cleaning for all parking facilities and equipment on campus.

Point to Point Transportation Services provides P2P Express, which is a campus fixed-route bus service operating from 7:00 pm. – 4 a.m. throughout the academic year. Services also include on-demand service for disability transport, trips to Campus Health Services, Emergency Ride Back, and after-dark transport for locations not served by the P2P Express buses.

Construction Liaison coordinates staging for construction projects as well as parking and access to campus. This section is responsible for coordinating, managing, and communicating capital construction projects initiated by the Department of Public Safety.

PARKING AND TRANSPORTATION OPERATIONS DIVISION ACCOMPLISHMENTS

Five-Year Plan: Transportation and Parking Services began implementation of the five-year plan to support the financial impacts from projected increases in transit and parking services. Night parking was not implemented as scheduled. The Transportation and Parking Five-Year Plan implementation schedule:

Funding Strategy Implementation Timeline

2011-12	2012-13	2013-14	2014-15	2015-16
Bell Tower Visitor Lot		Daytime Permits	Night Parking Program	South Campus Daily Max. Increase
Transit Fee Increases		Park and Ride		

Commuter Alternative Program (CAP)

Registration: CAP was extended to allow access for UNC and UNC Hospitals' temporary employees to the free Triangle Transit Go Pass and the \$20 monthly vanpool subsidy. The occasional use permits are now available to CAP members through an online request process.



Transportation Forums: Representatives from UNC Public Safety, Chapel Hill Transit, Triangle Transit, P.A.R.T., and Zipcar were on hand to facilitate Transportation Forums held in October. The Forums solicited input from community members and featured a question-and-answer session with UNC staff, faculty, and students as well as UNC Hospital staff.

Craige Deck Expansion: The construction of the 900 space vertical expansion at the Craige Deck located off of Manning Drive is now scheduled to begin construction in the Summer of 2014





TRANSPORTATION PLANNING & STRATEGY

Than Austin
Associate Director, Transportation Planning & Strategy
Phone: (919) 962-5028

The Transportation Planning and Strategy Division reviews and comments on all new or renovated buildings and facilities on campus to assure adequate and safe access for pedestrians and vehicles (includes private, police, fire, ambulance, service, delivery, construction, transit, and bicycle vehicles). The Transportation Planning and Strategy Division also coordinates all construction projects on campus to assure approved Traffic Control Plans are followed for all vehicle and pedestrian safety wherever roadways or pedestrian pathways are impacted. Coordination includes obtaining Department of Transportation (DOT) and town road, lane, or sidewalk closure permits, DOT encroachments, driveway, and traffic signal agreements. The Division also coordinates local and regional transportation planning activities for the University and manages the University's transit partnerships, as discussed below. The Transportation Planning and Strategy also oversees bicycle and pedestrian planning for the University, working with campus and local partners to plan and implement improvements.

Transportation Planning: Consults with all University departments including project designers, facility managers, and construction supervisors in matters where construction projects impact roads, sidewalks, and transit/shuttle routes. Acts as the University's liaison to local and State government transportation agencies, offices, and organizations. Attends meetings and committees as appointed by the Director or Chancellor's Office, including the Metropolitan Planning Organization (MPO), the MPO Technical Coordinating Committee (TCC), Chapel Hill and UNC Bicycle and Pedestrian Safety Committees, Carrboro Greenways Commission, the regional Short and Long Range Transit Planning Committees, Hospital/Town/University Quarterly meetings, and other projects and organizations as appointed (Durham-Orange Light Rail Transit DEIS, North-South Corridor Study, and others).

Transit: Chairs the monthly Transit Operations Committee meetings, monitors ridership, and makes recommendations for transit schedule and route changes with Chapel Hill Transit and Triangle Transit staff. Assists the Director at the monthly Chapel Hill Transit Partner meetings and the Deputy Director at the monthly UNC Pedestrian and Bicycle Safety Committee meetings.

TRANSPORTATION PLANNING AND STRATEGY DIVISION ACCOMPLISHMENTS

Bicycle Master Plan: Assisted in completing the University's first Campus Bicycle Master Plan, working together with other campus departments, stakeholders, and a consultant team.

Transit Improvements: Worked with Chapel Hill Transit and Triangle Transit to implement a variety of schedule and route improvements to further implement the Orange County Bus and Rail Improvement Funds.

Bicycle Friendly University: Worked with student group to complete an application to the League of American Bicyclists to be designated a Bicycle Friendly University. Application was approved and granted Silver designation.

Hazardous Road Conditions Identified: Roadway and hazardous road conditions were regularly addressed on all campus roadways. NCDOT and Chapel Hill have responded to hazardous conditions and made repairs on roadways where requested.

Submitted Biannual Development Plan Transportation Impact Analysis: Worked with campus partners and consultants to prepare and submit the biannual Transportation Impact Analysis that analyzes the transportation impacts of development plan projects. Report was submitted to the Town of Chapel Hill in compliance with development plan requirements.

ORDER OF MANAGEMENT AND SUPERVISORY AUTHORITY

The order of management and supervisory authority within the Department is as follows:

Director	Chief of Police
Deputy Director	Deputy Chief of Police
Division Commanders	Captain or Civilian
Criminal Investigations Supervisor	Lieutenant
Unit Supervisors/Assistant Supervisors	Lieutenant, Sergeant, or Civilian

Civilian personnel assigned to positions of management and supervision have supervisory authority over all personnel directly assigned to their section.

The Director of Public Safety establishes lines of formal communication within the Department, commonly referred to as the "chain-of-command". In the absence of the Director of Public Safety, the following order of succession for command authority for law enforcement/criminal justice services is in effect:

1. Deputy Director (sworn position, rank of Lt. Colonel)
2. Patrol Division Commander (sworn position, rank of Captain)
3. Support Services Commander (sworn position, rank of Captain)
4. Criminal Investigations Supervisor (sworn position, rank of Lieutenant)
5. Patrol Squad Supervisor (sworn position, rank of Lieutenant)
6. Patrol Squad Assistant Supervisor (sworn position, rank of Sergeant)

The commander given such authority will assume all necessary administrative duties of the position of Director of Public Safety.



COMMENDATION AND COMPLAINT PROCEDURES

The University of North Carolina at Chapel Hill Department of Public Safety is proud to provide modern, quality law enforcement, parking, and transportation services to students, faculty, staff and its visitors.

The Department of Public Safety believes that feedback from the community we serve is important in improving its services.

The Department of Public Safety is sincerely interested in both rewarding above-average performance and in taking corrective action in those instances where an employee fails to meet our standards.

The following information provides methods for you to:

- Provide recognition for an employee whose work is considered worthy of praise; or
- Make a complaint against an employee who is believed to have acted improperly.

CITIZEN COMPLIMENT PROCEDURES

To commend or compliment the performance of a University of North Carolina at Chapel Hill Department of Public Safety employee, notify a Division Supervisor, a Squad or Section Supervisor, or the Director by:

- Calling the Director of Public Safety at (919) 966-5730,
- Sending an e-mail to Chief Jeff B. McCracken at Jeff_McCracken@unc.edu,
- Coming in person to the Department of Public Safety located in the Public Safety Building 285 Manning Drive during the business hours Monday through Friday, 8 a.m. to 5 p.m.,
- Calling the Department of Public Safety's non-emergency number of (919) 962-8100, or
- Mailing comments to:
 - *The University of North Carolina at Chapel Hill*
 - *Department of Public Safety*
 - *285 Manning Drive*
 - *CB# 1600*
 - *Chapel Hill, NC 27599-1600*
- Visiting the Website at www.DPS.unc.edu.

When a commendation is received verbally, a UNC departmental awards application will be completed and forwarded through the chain of command to the Director of Public Safety.

Letters of commendation from citizens are filed in the employee's personnel file. The police department and its employees appreciate the effort and consideration of concerned citizens who take the time to commend employee performance.

CITIZEN COMPLAINT PROCEDURES

1. It is the policy of the University Department of Public Safety to investigate all allegations and complaints of misconduct against any member of the Department. Proper adherence to the provisions of this policy will clear the innocent and facilitate prompt and equitable corrective disciplinary action.
2. A complaint against a Department of Public Safety employee may be made to any supervisor within the Department by writing, by e-mail, by telephone, or by coming to the Department of Public Safety located in the Public Safety Building.
3. The Department representative receiving the complaint will fill out a Department Complaint Report and promptly forward it to the Professional Standards Commander or, his/her designee for determination of the complaint type and assignment for investigation.
4. Citizen complaints that allege criminal violations, corruption, excessive force, etc., are investigated by the Professional Standards Commander. Citizen complaints that involve non-criminal, routine disciplinary action may be referred to the Squad or Section Supervisor for investigation or processing pursuant to University Human Resource guidelines.
5. A thorough investigative report will be completed and forwarded to the Director of Public Safety who will review the findings and make a final determination as to the action to be taken. Any disciplinary action taken against a member of the Department is confidential and will be kept confidential as required by state personnel law.
6. The Director or his/her designee will notify the complainant of the disposition of an internal investigation.

The disposition of the complaints is classified as follows:

Unfounded - The incident did not occur or the employee investigated was not involved.

Not Sustained - There is insufficient evidence to either prove or disprove the allegation.

Exonerated - The incident occurred but was lawful and proper.

Sustained - The allegation is supported by sufficient evidence to indicate the allegation is true.

Withdrawn – The complainant withdraws the allegation before conclusion of the investigation or finding of fault.

Discontinued – Circumstances exist where the investigation can no longer be furthered on a member.

Policy Failure - The allegation is true. There is, however, no written policy governing the conduct in question or the written policy has not been enforced. The employee was not inconsistent with departmental policy.

