

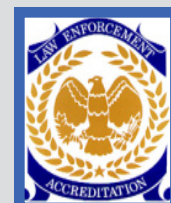


The University of North Carolina at Chapel Hill
Department of Public Safety

Annual Report 2010 / 2011

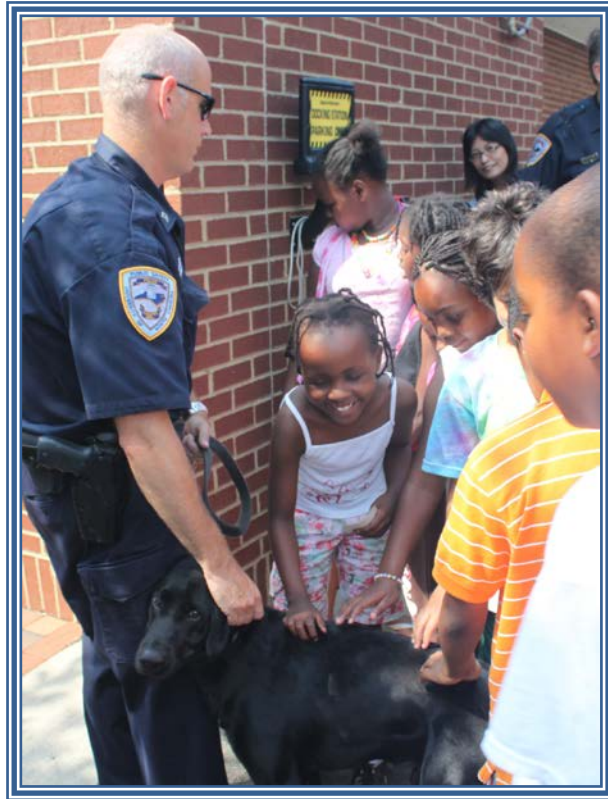


Protecting North Carolina's Future



Department of Public Safety

The University of North Carolina at Chapel Hill



Annual Report

Fiscal Year 2010-2011

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Dear University Community:



This report reflects the united efforts and resulting achievements of our organization over the 2010-2011 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.

While this marathon season of economic uncertainty has endured for some time, we at the UNC Department of Public Safety have seen perseverance, optimism, ingenuity, and innovation emerge from such challenges as we have recently engaged and continue to face. This shared victory is earned through collaborations and partnerships with UNC students, employees, visitors, and customers that are so crucial to our philosophy of Community Oriented Policing (C.O.P.).

We continue to enjoy the benefits of such cooperation with fellow law enforcement agencies, with the Town of Chapel Hill and 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 (C.I.T.) training with the mission of giving officers more options when encountering people with mental illness. Collaborative events over the past year have included last spring's BikeAbility Fair and June's "Passport to Safety" Fair held at the Meadowmont Community.

We continue to work with campus emergency responders and administrators to create new avenues for communicating emergency information. Through the Alert Carolina initiative (alertcarolina@unc.edu) launched in 2008, we're helping to educate the campus about what to do in an emergency and where to find safety-related resources. This past year, we revisited how the University contacts the campus community about a safety issue. The result is a clearer, more straightforward approach using three types of alerts – emergency warning, timely warning, and informational notification.

We understand the need to communicate in the myriad ways—both new and old—that the University community chooses to receive its information. In addition to the department's Public Safety's existing Facebook page ("UNC Public Safety"), the Commuter Alternative Program (CAP) has implemented both a Facebook page ("UNC Commuter Alternatives Program") and a Twitter feed ("@UNCCAPProgram"). More recently, the Department launched its own Twitter presence ("@UNCDPS).

Those registering their cell phones for Alert Carolina text messaging can already avail themselves of UNC Mobile's Rave Guardian features, which essentially act like a blue light police call box that you control and carry with you. Also through Rave, the registered cell phone owners can now register for Smart911, through which they create more personalized profiles, including a photo, local address, and relevant medical information which is shared with emergency responders only when the individual dials 9-1-1. Additionally, the number seven ("7") has been phased in as the University's designated dial-out prefix to access off-campus numbers rather than the former number nine ("9"). Since the October implementation date the number of 9-1-1 calls dropped significantly a reduction of 70% over the first month, reflecting a potential savings of \$42,421 per year.

Over the past two years, more and more UNC community members are learning 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 Unit officers. New instructive videos provide officers with new 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 now combined with "Shots Fired" and "See Something, Say Something" to comprise our Violence Awareness Program. Officers themselves remain

visible and accessible to the campus community at such events as October's SafeTober Fair last October, CTOPS freshman orientation programs throughout each summer, a visit to the FARM faculty / staff recreation center summer camp, and a Cyclicious bike safety event in the Pit held near the start of classes in August.

In an environment steeped in progressive ideas and innovative technology, we continue to emphasize safe and sustainable accessibility. In early 2011, Advisory Committee on Transportation (ACT) officials alongside parking consultants Kimley-Horn and Associates presented details of ACT's proposed Five-Year Plan for parking and transportation at UNC. Ratified by the Board of Trustees in March, 2011, the plan identifies cost-saving efficiencies and generate new sources of revenue to keep up with ever-increasing expenses. including a new Bell Tower Visitors' Lot, a student transportation fee increase in 2011/12, a park-and-ride permit fee in 2013/14, and a night parking program (2014/15).

Emblematic of our dedication to sustainability was the designation of UNC's Commuter Alternatives Program (CAP) as a 2010 "Gold" Award winner at the Best Workplace for Commuters "Race to Excellence" Virtual Awards Ceremony last winter. UNC was one of only five universities nationwide to attain the "Gold" status. Regionally, UNC / UNC Hospitals won the SmartCommute Challenge in the category of organizations with 15,000 or more employees. The announcement came at the Annual "Golden Modes" Triangle Commuter Awards in July. In order to stay abreast of commuters' needs and concerns, transportation forums were again held, featuring panels of campus, town, and regional transportation and parking officials.

Next year, Public Safety will again undertake the challenge of reaccreditation by the Commission on Accreditation for Law Enforcement Agencies Inc. (CALEA). Previously accredited in 1995, 2000, 2003, 2006, and 2009, the department on each occasion has had to meet hundreds of rigorously-documented law enforcement standards to earn the recognition, and we fully expect that a review by CALEA assessors next year will yield a highly favorable review.

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 four subsequent attempts.

In March, 2012, DPS will undergo its fifth reaccreditation on-site assessment. In 2010 a new chapter of standards was adopted and included in the list of standards with which we comply. The new standards address elements that are more specific to college and university police departments. In addition there were other standards added that increased the number from 463 to 480.

DPS was the first nationally accredited university law enforcement agency in NC, one of only five universities currently accredited in the state, one of only 53 in the country, and the second-largest accredited university police agency in the U.S. 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: 2010 / 2011

The DPS Annual Award Ceremony was held on Friday, June 10th 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 Brian Wilson (below, left) as “Police Officer of the Year” and Pay Operations Booth Attendant Quint Sturdivant (below, right) as “Employee of the Year.”

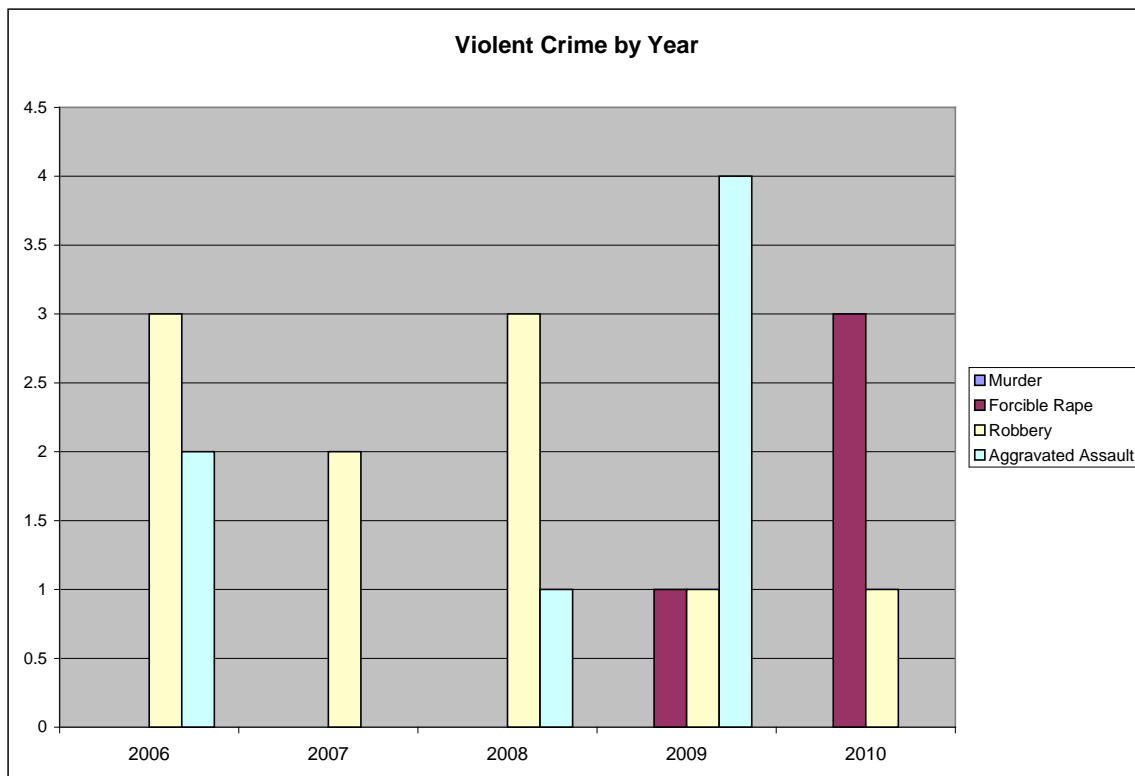


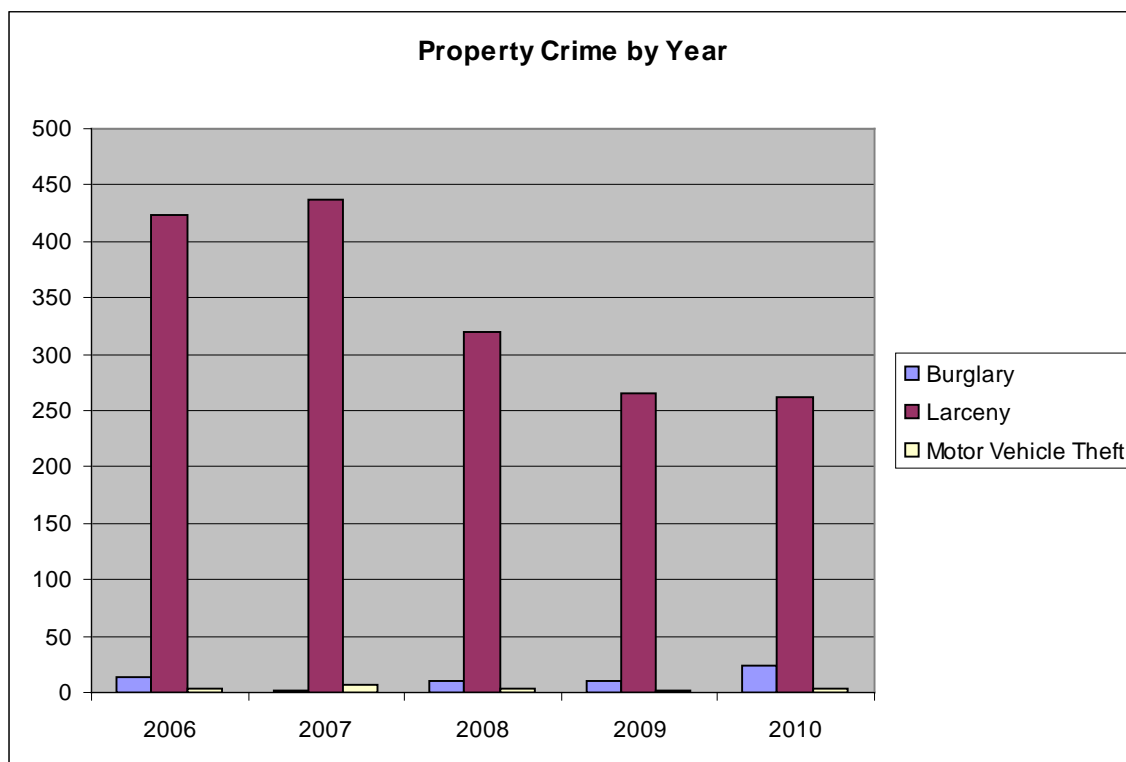
Crime Statistics

CAMPUS CRIME STATISTICS:

Crime Statistics

| <u>Violent Crimes</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> | <u>2009</u> | <u>2010</u> |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| Murder | 0 | 0 | 0 | 0 | 0 |
| Forcible Rape | 0 | 0 | 0 | 1 | 3 |
| Robbery | 3 | 2 | 3 | 1 | 1 |
| Aggravated Assault | <u>2</u> | <u>0</u> | <u>1</u> | <u>4</u> | <u>0</u> |
| Total | 5 | 2 | 4 | 6 | 4 |
| | | | | | |
| <u>Property Crimes</u> | | | | | |
| Burglary | 14 | 2 | 10 | 10 | 23 |
| Larceny | 424 | 437 | 319 | 265 | 262 |
| Motor Vehicle Theft | 3 | 7 | 4 | 2 | 4 |
| Total | 441 | 446 | 333 | 277 | 289 |
| | | | | | |
| <u>Arson</u> | | | | | |
| | 0 | 0 | 3 | 0 | 0 |
| | | | | | |
| TOTAL | 446 | 448 | 337 | 283 | 293 |





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:

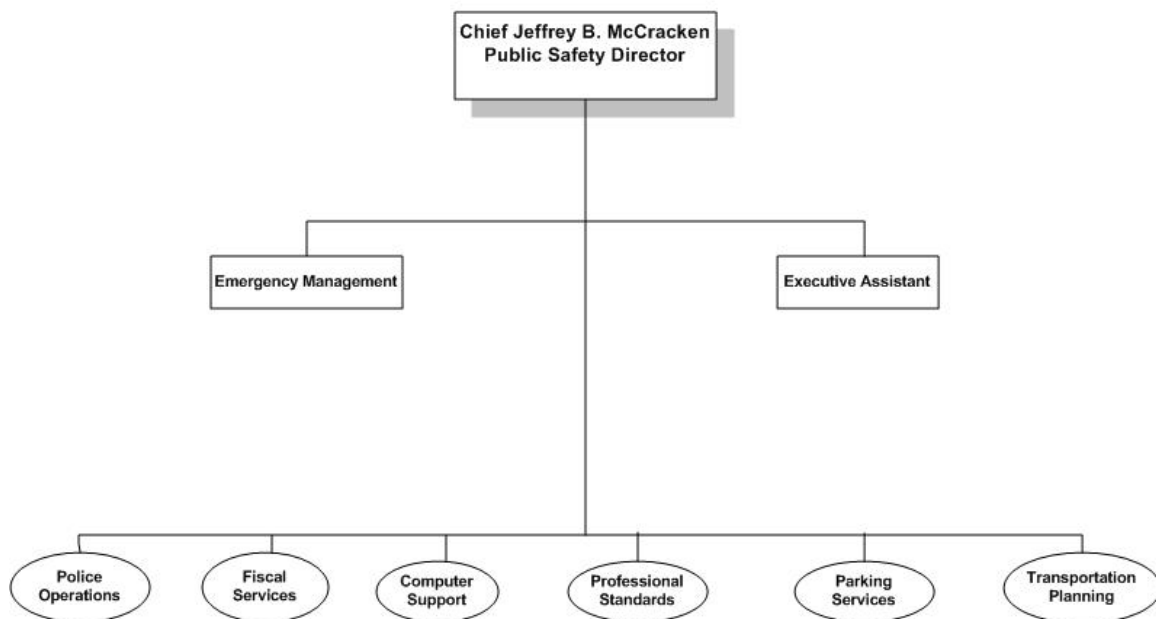
<http://www.dps.unc.edu/securityreport/>

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 Campus Services.



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 a full E 911 Public Safety Answering Point (PSAP). The UNC PSAP also 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 53 sworn police officers) and 127 temporary employees (including 20 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 2010-2011, 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 2010/2011 fiscal year can be seen under the heading of *Accomplishments* in the Division sections of this report.



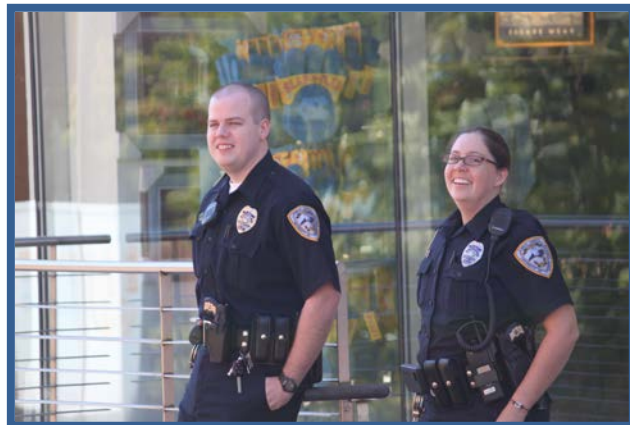
POLICE OPERATIONS BUREAU

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

Staffing: 99 Permanent
 78 Temporary

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.

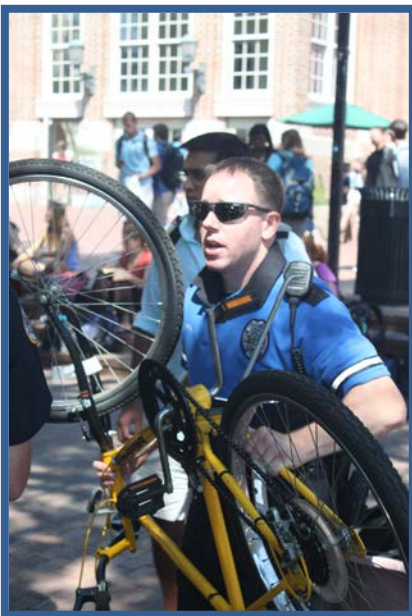
Public Relations/ Public Information Section drafts regular internal communication for the Director's office, disseminates public and media information, and acts as the official spokesperson for the Department of Public Safety.

Employment Background Section conducts and / or coordinates State and National criminal history background checks for all prospective employees of the University for permanent and temporary positions.

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

Crime Reduction: While Part 1 crimes increased slightly by 5%, Part 2 crimes reduced by 12%; and overall crimes were down 4%.



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 motorists, pedestrians and bicyclists on campus. Educational programs such as Yield to Heels and "Cyclicious" focus on pedestrian bicycle safety. Lidar speed measurement devices deployed from motorcycles, as well as the SpeedSentry radar system are tactical options focused on motor vehicle violations. Numerous safety belt check points, DWI check points in collaboration with other local law enforcement agencies consistently encourages voluntary compliance balanced with the reality of the alternative consequences.

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 Awareness Programs:

- Conducted 275 Outreach programs which includes the delivery of new programs such as "*See Something, Say Something*" and the popular "*Shots Fired*" presentations. "*Shots Fired*" informs staff students and faculty about how to react if they are confronted with an armed person.
- This past year, we increase our library of crime prevention video options to include *Flashpoint on Campus: Recognizing and Preventing Violence on Campus* and *Silent Storm—Intimate Partner Violence and Stalking: The impact on the Workplace*.

- Ten officers and non sworn staff received Crisis Intervention Team certification. By the end of FY 2011, over 45% of the sworn officers assigned to the Patrol Operations Bureau have received Crisis Intervention Certification.
- The Department of Public Safety partnered with the Carrboro and Chapel Hill police departments in a collaborative effort to produce a professional personal safety video. The video was coordinated and sponsored by the Gryphon Group Protective Services whose goal is to increase the “situational awareness” of students while on campus, in town, or traveling. The video is now posted on the Department of Public Safety web site under the Crime Prevention link.

Emergency Response Preparedness:

The Department’s Police Operations Bureau participated in a Kenan Stadium Emergency Operations Table Top Exercise. The exercise was designed to evaluate the department’s ability to respond to a specific emergency involving mass casualties at Kenan Football Stadium during a football game.

The Department also drafted and implemented a new, more concise university Emergency Notification Protocol. The new policy simplifies three notification tiers and ensures compliance with the Clery Act.

Organizational Efficiency:

The Police Operations Bureau completed an initiative which has reduced the number of unintended 911 Hang Up calls and dispatches by 70%. Before the effort was initiated, over 3,000 mistaken 911 calls were routinely received annually in the Emergency Communications Center. Most of these calls were attributed to the number “9” required as the dial out prefix for an on campus caller to receive an outside telephone line. DPS staff collaborated with the University’s ITS and News Services Departments, as well as AT&T to change the dial out prefix to the number “7”. The project took over seven months to fully implement but once completed, unintended 911 calls dropped in calls was immediate and dramatic. With an annual savings of \$43,000 the department will easily recover the \$70,000 up front cost being recovered within three years. Additionally, this initiative should result in more efficient officer deployment as well an enhanced level in officer safety.



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: Facilitated hiring of 93 permanent and temporary employees including personnel for sworn and non-sworn positions in all divisions.

Worked to Lessen Impact of State Budget Cuts: Optimized use of financial resources to stretch reduced budget.

Revised Model for Parking and Transportation Five Year Plan: New model provided better operational planning and greater flexibility in accommodating

alternative scenarios. Five Year Plan approved by UNC Board of Trustees in Spring, 2011.

DPS Ledger Transferred to Fiscal: Ledger was transferred from Parking to streamline accounting and reporting. Ledger is now reconciled three ways between T2 Flex, FRS, and Bank of America, on a more frequent basis.

Expanded Pre-Employment Criminal Check Program: Added checks required for Federal contractors and expanded program scope to include unpaid volunteers, interns, and visiting scholars.



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 DPS. 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 entire department 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 all DPS staff.

COMPUTER SUPPORT DIVISION ACCOMPLISHMENTS

General Orders and Human Resources upgrades were partially completed. Final components are currently being implemented.

Ghost software is being used to reinstall computers and setup similar computers.

Computer Aided Dispatch and Mobile Communication software were upgraded and new servers were put in place.

The Computer Support Division has worked to identify computers that store sensitive data. An effort has been made to reduce the number of computers with sensitive data and to greatly improve security on the ones that must store the data. Servers that store sensitive data are required to pass a monthly Qualys system test. Any computer that stores sensitive data that is suspected of being compromised by a virus, malware or other problem is immediately removed from service and given to ITS for forensic analysis.



PROFESSIONAL STANDARDS DIVISION

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

Staffing: 2 permanent

DPS is a nationally 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 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 Currently working on agency self-assessment and preparation that will culminate in a CALEA on-site assessment during the month of March 2012.

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. Coordinates additional training including traffic direction, CPR, hazmat, and use of defibrillators that provided essential instruction to facilitate employee work duties.





PARKING SERVICES DIVISION

Cheryl Stout
Assistant Director
Phone (919) 962-7136

Staffing: 70 Permanent
 21 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.

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

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 SERVICES DIVISION ACCOMPLISHMENTS



Five-Year Plan Process: Initiated a five-year planning process for Transportation and Parking Services to support the financial impacts from projected increases in transit and parking services. The Transportation Advisory Committee (ACT), which has representation from various customer groups including undergraduate/graduate students, faculty, staff, administration, student

affairs, UNC Hospitals, UNC Medical School, and athletics participated in the development of the Plan and provided feedback and final review of recommendations. The final version of the Five-Year Plan was presented to the Vice Chancellor, Chancellor, and Board of Trustees for final approval. The Plan review process incorporated presentations to various campus groups at open forums and modifications were made throughout planning process to incorporate recommendations from feedback sessions. 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 transit commuters within the local Chapel Hill Transit service area to join and receive membership benefits. 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.



Carsharing Program: Zipcar, UNC Carsharing Program, increased the campus fleet from eight to twelve vehicles. Individual membership increased by 460 members. Department memberships decreased by one.

Craige Deck Expansion: The design firm of Little Diversified has been selected to design the 990 vertical expansion of the existing Craige Deck off of Manning Drive. These spaces are approved for construction through the Development Plan and will be designated as employee parking spaces.



TRANSPORTATION PLANNING

Raymond S. Magyar
Assistant Director, Transportation Planner
Phone: (919) 962-5028
Email: Ray_magyar@unc.edu

Staffing: 19 Permanent
 10 Temporary
 3 Part-time Students

Transportation Planning 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 Division 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.

Transportation Planning Function Consults with all departments of the University 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, and other on campus organizations as appointed (Carolina North, Campus to Campus Greenway Committee, NC 54 Corridor Study Committee, etc).

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 Transit Partner meetings and the Deputy Director at the monthly UNC Pedestrian and Bicycle Safety Committee meetings.

Point to Point Shuttle (P2P) oversees, operations, staff, and coordinates vehicle maintenance for the Public Safety Department. P2P is independent of Chapel Hill Transit and is funded primarily from student funds. It provides demand response transportation for employees and students to the infirmary, late night safety rides, and for all disabled UNC

students and employees. Quick response rides are offered to persons using the off campus park-and-ride lots in cases of personal emergencies. P2P also operates a fixed route bus service around all campus destinations from 7:00 PM until 3:00 AM seven days a week and provides airport shuttles for Thanksgiving, Fall and Spring breaks.

TRANSPORTATION PLANNING DIVISION ACCOMPLISHMENTS

Street Name Signs: Identified needed campus street name signs using the Carolina Blue design. Surveyed intersections to determine accuracy of street names and need for replacement and new installation.



Transit and P2P Ridership: Monitored Ridership for P2P, Hospital shuttles, Chapel Hill Transit, and Triangle Transit services to identify improved route efficiency and schedules, including relocating bus stops and pick up/drop-off locations. Bus stop relocations were done for passenger safety and convenience (Hospital Drive, Mason Farm Road, NC 54, Manning Drive, and Columbia Street locations).

Transit Scheduling: Transit route and schedule adjustments were made to provide service to new off campus facilities.

P2P Express Adjusted: P2P Express Route was changed to include needed service directly along Hibbard Drive due to the addition of student housing and to the University's newly acquired Granville Towers. A formalized schedule for the P2P shuttles to the airport were made with Student Government leaders.

Hazardous Road Conditions Identified: Roadway and hazardous road conditions were regularly addressed on all campus roadways. NC DOT and Chapel Hill have responded to hazardous conditions and made repairs on roadways where requested (Columbia Drive, Cameron Street intersection, Manning Drive, Fordham Boulevard, etc).

Long-range Planning: Planning was performed for the acquisition of new park-and-ride properties in identified corridors established by the Long Range Transit Plan Committees (Leigh Village, Eubanks Road, etc).

Bicycle Parking Augmented: Bicycle parking racks were installed at new campus locations where requested and where the need was evident. A field survey was done to identify future needs.

IPI Presentation: Made a presentation at the International Parking Institute on park-and-ride planning and operations.

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 Director of Public Safety or, in the Director's absence, the Deputy Director for assignment to an investigator.
4. Citizen complaints that allege criminal violations, corruption, excessive force, etc., are referred to 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:

- Proper Conduct Incident occurred but was lawful and proper.
- Improper Conduct Evidence sufficient to prove allegation was identified.
- Insufficient Evidence Evidence sufficient to prove the allegation was not identified.
- Unfounded Complaint Allegation was determined to be false or not factual.

