

Administrative and Educational Support Report

Police Department

**Annual Action Plan
Annual Assessment Report**

June 2005 – May 2006



Annual Action Plan: June 1, 2005–May 31, 2006

Unit: University of Texas Pan American Police Department

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Business Affairs **Unit Head:** Howard A. Miller

Unit Mission: Maintaining a high level of proficiency so as to provide a safe environment in which students, faculty and staff may work, teach, study and learn. We stress service, the protection of life and property through the security of the campus.

Unit Goal: Improve organizational effectiveness and operational processes.

Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Improve citation process. (1)	7	Less unnecessary paper dissipation.	<ul style="list-style-type: none"> Utilize Parking & Traffic Database Resources (Power Park); Working closer with T2 Systems Tech Support Specialist. 	Analyze paper expended on a weekly basis.	None.
Implement repositionable permits. (2)	7	Alternative options for faculty, students, &	Request new permit options from vendors; new	<ul style="list-style-type: none"> Vendor presentations; 	Repositionable permits.

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		staff parking permits.	permits offered by vendor to increase options for permits (Safety precautions).	<ul style="list-style-type: none"> Evaluate alternative options versus current choices. 	
Provide security for RAHC. (3)	7	Safety/Security.	Compliance with RAHC Contract and Memorandum of Understanding	<ul style="list-style-type: none"> Review applications submitted; Evaluations from UTHSCSA; Compare student body – security ratio 4 New Full-Time Guards. 	None.
Provide security for Starr County Upper Level Center in Rio Grande City. (4)	7	Safety/Security.	Evaluate need in Starr County upon institution's request.	Compare student body – security ratio; 1 Guard during school hours in the evening.	None.
Optimize technology services/telecommunications support at RAHC. (5)	7	Enhanced monitoring & securing of new center.	<ul style="list-style-type: none"> Review RAHC Contract; Telecommunications Supervisor/Computer User Specialist will analyze security aspects for RAHC. 	Security evaluations (Analyze building structure).	<ul style="list-style-type: none"> 6-monitor display within Telecommunications Station; Video cards.
Safeguard personal information per UT System <i>Business Procedure Memorandum (BPM) 66.</i> (6)	7	Personal information safeguarded as mandated by federal law.	<ul style="list-style-type: none"> Lock up documents within storage cabinets; Employ keypads for customers to enter Social Security # 	Compliance of <i>BPM 66</i> requirements.	Install ID keypads in Parking & Traffic Office to allow customers to enter their SSN; new lock & key storage cabinets

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			when paying citations.		

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Safeguard personal credit card information. (7)	7	Compliance with State mandate.	Credit card machines must be re-programmed and SIS record detail will be modified accordingly so that only the last four digits of the credit card number are displayed on the receipt.	All digits of credit card numbers no longer displayed.	None.
Optimize technology services/security video cameras at Payments & Collections Office. (8)	7	Enhanced monitoring & security.	Implement a Video Security System to live monitor and record.	Security evaluations (Analyze building structure).	Video Record Server & Cameras.
Optimize technology services/security video cameras at the University Police Department Office & Academic Services Facility general areas. (9)	7	Enhanced monitoring & security.	Upgrade the current Video Security System to live monitor and record.	Security evaluations (Analyze building structure).	Video Record Server & Cameras.



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Improve citation process. (1)	7	Less unnecessary paper dissipation.	Analyzed paper expended on a weekly basis.	Previously: using 3 reams of paper per week; Now: using half to a full ream of paper per week.	Decreased number of letters going out for parking citations – previously, letter per citation (per person); Now, all citations on one letter (per person).
Implement repositionable permits. (2)	7	Alternative options for faculty, students, & staff parking permits.	<ul style="list-style-type: none"> • Vendor presentations; 	FY06 Sales: 70 Repositionable permits sold (Fac/Staff)	Implemented an additional option for parking permits

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			<ul style="list-style-type: none"> Evaluated alternative options versus current choices. 	64 Repositionable permits sold (Students)	
Provide security for RAHC. (3)	7	Safety/Security.	<ul style="list-style-type: none"> Reviewed applications submitted; Evaluations from UTHSCSA; Compared student body – security ratio 4 New Full-Time Guards. 	In the process of training new guards.	Hired 3 full-time guards; in the process of reviewing applicants for fourth vacancy.
Provide security for Starr County Upper Level Center in Rio Grande City. (4)	7	Safety/Security.	Compared student body – security ratio; 1 Guard/Officer during school hours in the evening	Presence of officer/guard during evening hours	Officer present during school hours; in process of hiring a guard/officer for evening hours at SCULC in Rio Grande City
Optimize technology services/telecommunications support at RAHC. (5)	7	Enhanced monitoring & securing of new center.	Security evaluations (Analyze building structure).	In process of setting up security systems.	Ordered 2 computers for security systems, four video security monitors.
Safeguard personal information per UT System <i>Business Procedure Memorandum (BPM) 66.</i> (6)	7	Personal information safeguarded as mandated by federal law.	Compliance of <i>BPM 66</i> requirements.	In process – awaiting new key system equipment.	Lock up documents containing social security numbers overnight in key-entry filing cabinets.
Safeguard personal credit card information. (7)	7	Compliance with State mandate.	All digits of credit card numbers no longer displayed.	All credit card receipts only display last four digits of credit card number (account number).	Re-programming of credit card machines and SIS record detail modified accordingly

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Optimize technology services/security video cameras at Payments & Collections (P & C) Office. (8)	7	Enhanced monitoring & security.	Security evaluations (Analyzed building structure).	P&C Offices now securely monitored.	Video security server & video security cameras.
Optimize technology services/security video cameras at the University Police Department Office & Academic Services Facility general areas. (9)	7	Enhanced monitoring & security.	Security evaluations (Analyzed building structure).	In process.	Video security server & video security cameras.