

SUFFOLK UNIVERSITY POLICE & SECURITY DEPARTMENT

STRATEGIC PLAN 2019-2023

Letter from the Chief

Dear Suffolk University Community Members:

Suffolk University is a dynamic and diverse institution located in the center of a world-class city which provides students with unlimited opportunities and staff with a rewarding and satisfying working environment. The men and women of the Suffolk University Police & Security Department are committed to providing the highest quality of police and security services to the Suffolk University community.

We work in partnership with the entire community to ensure a safe living and learning environment in which our faculty and staff may best support students in their efforts to achieve academic success. The safety of our community members is our top priority and the University takes pride in maintaining an effective public safety program.

In order to assure that our methods and procedures are well suited to our mission, we have developed the following Strategic Plan to guide and track our progress. We have shared our Strategic Plan with our campus partners and invite you to take some time to review the plan and we welcome your comments and suggestions. Together, we will provide a safe and secure campus environment for all who share this community.

Thank you for your support and for taking the time to review our Strategic Plan!

Respectfully,

Gerard A. Coletta
Chief of Police & Security

Mission and Vision

Our Mission - The mission of the Suffolk University Police & Security Department (SUPD) is to provide a safe and secure environment that enhances the educational mission of the university.

Our Vision - We are committed to the protection of life and property, and the prevention and detection of crime through a partnership with the community. SUPD is committed to excellence in service through proactive initiatives and the highest quality of professionalism.

Strategic Initiatives

In accordance with SUPD Mission and Vision Statements, the Department has identified the following five core strategic initiatives:

Strategic Initiative 1 - Safety and Security for our Community

Strategic Initiative 2 - Service to the Community

Strategic Initiative 3 – Fair, Impartial and Unbiased Policing

Strategic Initiative 4 - Maintaining the Highest Quality of Professionalism

Strategic Initiative 5 – Engaging the Community

SUPD Overview

Background

The Suffolk University Police & Security Department (SUPD) operates 24 hours a day, 7 days a week, and 365 days a year. Our police and security service the campus community through prevention, cooperation with the community, and enforcement. SUPD consists of three divisions, a sworn law enforcement division, a non-sworn security division and a non-sworn dispatch division.

Law Enforcement Authority

All Suffolk University sworn police officers are licensed and warranted under Massachusetts General Law, Chapter 22, Section 63 by authority of the Colonel of the Massachusetts State Police. This warrant grants our officers the same powers of arrest as municipal and state police officers while on the property owned, used, or occupied by Suffolk University. All Suffolk University police officers are sworn Suffolk County Deputy Sheriffs, which confers police powers throughout Suffolk County and allows our officers to act as valid law enforcement authorities in Suffolk County.

All of our police officers must undergo 18 weeks of training at the Massachusetts State Police Academy and are licensed as special state police officers. In addition, Suffolk police officers complete at least 40 hours of in-service training every year in various law enforcement techniques, with certified instructors. A number of our officers are trained in sexual assault investigation, crime scene investigation, basic criminal investigation, fingerprinting and other specialties. All of our officers are trained in CPR, first aid, and the use of automated external defibrillators (AEDs). Several officers are trained as emergency medical technicians, and all of our police officers are trained as first responders. Several officers with specialized training make up our highly mobile and visible bicycle team. We work closely with the Boston Police Department, the Massachusetts State Police, the Transit Police, and other law enforcement agencies.

Security Staff

All security officers are primarily used inside our buildings to maintain access control, perform interior safety checks of buildings, enforce University rules and regulations, and assist our police officers in detecting and deterring criminal activity. Security officers also receive CPR and AED training. Security officers are authorized by the University to enforce Suffolk University rules and regulations and to assist police officers to serve and protect this community.

Dispatchers

Dispatchers receive and transmit emergency and nonemergency calls for service, by radio, telephone and computer systems, person to person, and by other means of communication. Dispatcher monitor closed circuit television (CCTV) monitors, monitor alarm systems, maintain paper and electronic records, make entries into the computer aided dispatch (CAD) system, write reports, monitor multiple radio frequencies, and monitor foot traffic by CCTV. Dispatchers receive CPR and AED training as well as Association of Public-Safety Communications Officials (APCO) public safety communications training and Criminal Justice Information System (CJIS) training.

Personnel

- Chief of Police & Security (Sworn Police Officer)
- Captain/Deputy Chief, Investigative Services Commander (Sworn Police Officer)
- Captain, Administrative Services & Emergency Manager (Sworn Police Officer)
- Lieutenant, Operations Commander (Sworn Police Officer)
- Sergeant, Investigations, Crime Prevention & Community Policing (Sworn Police Officer)
- Six (6) Sergeants, Shift Commanders/Patrol Supervisors (Sworn Police Officers)
- Operations Officer (Sworn Police Officer)
- Crime Prevention Officer (Sworn Police Officer)
- 20 Patrol Officers (Sworn Police Officers)
- 36 full-time Security Officers (Non-sworn, non-law enforcement)
- 5 full-time Dispatchers (Non-sworn)
- Administrative Assistant
- Student Security Workers

Emergency Management & Preparedness

Mission Statement

The mission of the Office of Emergency Management is to work in partnership with students, faculty, and staff of the Suffolk University community, and external partners to prepare for, respond to, recover from, and mitigate against, emergencies on campus with the goal of becoming a disaster resilient university.

Vision Statement

The Office of Emergency Management (OEM) operates as a division of the Suffolk University Police & Security Department in a cohesive, team-oriented manner. OEM engages with the community in order to foster a culture of preparedness at Suffolk University, and to implement strategies and execute planning in case of emergencies.

Community Engagement

The Suffolk University Police Department works with the cooperation of the entire University community, including faculty, staff, students, and visitors. Crime prevention, safety awareness programming, and community-based approach to campus policing are all vital components of the Department. The Suffolk University Police Department participates in numerous community engagement activities, including the following:

- Active Shooter Response Training
- Rape Aggression Defense (RAD)
- Campus Security Authority (CSA) training
- Coffee with a Cop
- Study Abroad Safety Talks
- Crime Prevention Seminars
- Campus Escort Program
- Residence Life Scenario Training “Behind Closed Doors”

Strategic Initiatives

Strategic Initiative 1: Safety and Security for Our Community

Alignment with Mission and Vision Statement:

The goal of the Suffolk University Police Department is to provide a safe and secure environment utilizing police and security services, and by providing access control to campus facilities. SUPD works with our campus partners to provide special event safety planning. Preparation for large events on campus involves the creation of Incident Action Plans. SUPD also collaborates with the Incident Support Team (IST) on any special event planning and emergency management issues. The Office of Emergency Management also works with the Center for International Programs and Service (CIPS) team and the Office of Risk Management providing global security for students and staff abroad. The Office of Crime Prevention provides safety tips to new students at orientation and provides crime prevention education throughout the year. SUPD also conducts joint patrols with the Boston Police Department to provide patrols in off-campus housing areas in the North End and Downtown Boston.

FY 2020 Goals:

1. SUPD will continue to work with our campus partners on evaluating arming of the University sworn police officers.
2. Utilizing recommendations from the 2018 Margolis-Healy Public Safety Management Study, SUPD will enhance security in our buildings by using a tiered system of access control to campus buildings and facilities.
3. SUPD will evaluate our emergency notification procedures to ensure that the community is getting proper timely warnings and emergency notifications during critical incidents and ensure that multiple people are trained on the system to ensure adequate backup.
4. SUPD and the Office of Emergency Management will increase number of presentations for emergency preparedness.

Future Goals:

1. SUPD will continue to stay current with best campus safety and security practices through continuous training, practical exercises and other educational opportunities.

2. SUPD will strive to be the safest campus in the Boston area.

Strategic Initiative 2: Service to the Community

Alignment with Mission and Vision Statement:

The Suffolk University Police Department will enhance its service to the community by providing more education about the importance of situational awareness, theft prevention, personal safety and available internal and external resources. We will create a campus culture that recognizes the importance of safety both on and off campus and abroad. We will also enhance our ability to investigate crimes through training and updated software and equipment.

FY 2020 Goals:

1. Our Department will enhance the education to our community on personal safety issues and crime prevention techniques.
2. SUPD will create a Division of Investigative Services comprised of a unit of officers who will be responsible for complex investigations and will conduct follow-up investigations as required. This unit will address a workload that has substantially increased in the last six years.
3. SUPD will contact experts/trainers from other agencies to train and update SUPD investigators and officers in new investigative techniques.
4. SUPD will continue to stay current with public safety and security equipment and technology advances (e.g. access control technologies, security cameras, associated hardware and software).

Future Goals:

1. Ensure the continuity of essential automated systems.
2. Enhance emergency management technology and communications.

Strategic Initiative 3 – Fair, Impartial, and Unbiased Policing

Alignment with Mission and Vision Statement:

Utilizing the community policing plan and working with our community partners, we will enhance our fair, impartial and unbiased policing training. We see our community, including our Department members, as our greatest asset. SUPD believes that everyone should be treated with respect and dignity. We will continue to build on developing the respect and trust of the community.

FY 2020 Goals:

1. Enhance training in fair and impartial policing – SUPD will assign two officers to attend the Fair and Impartial Policing - Train the Trainer program (and future programs as available) sponsored by the Department of Justice.
2. SUPD will maintain its policy on fair and impartial policing as described in the *Final Report of the President's Task Force on 21st Century Policing*.
3. SUPD will continue to create a workforce that includes a broad range of diversity.

Future Goals:

1. The Department will be proactive on this subject and implement projects that educate officers on diversity and inclusion and continue to educate the community about campus policing.
2. The Department will develop programs to inform and train the community about campus policing and how and why SUPD responds to the community and what SUPD does.

Indicators of Success:

Relying on the partnerships with the community, SUPD will continually re-evaluate the effectiveness, services, and professionalism of our performance in the community. While attending community meetings and providing education we will request feedback. SUPD will conduct community surveys in order to receive feedback on the effectiveness and professionalism of SUPD.

Strategic Initiative 4: Maintaining the Highest Quality of Professionalism

Alignment with Mission and Vision Statement:

Continuous training to ensure our officers adhere to best policing practices and the principles stated in the *Final Report of the President's Task Force on 21st Century Policing*.

FY 2020 Goals:

1. Achieve certification status by the Massachusetts Police Accreditation Commission.
2. Develop and retain a quality, well-trained employee base.
3. All employees will participate in skill and knowledge-based trainings in order to maintain high level of proficiency in a variety of job-relevant areas.
4. Annual training of sworn personnel, including mandatory recertification and professional development.

Future Goals:

1. Achieve accreditation status by the Massachusetts Police Accreditation Commission.
2. Enhance and increase police training and develop more robust daily roll call training.
3. Provide and offer training for the career development of our officers.

Strategic Initiative 5 – Engaging the Community

Alignment with Mission and Vision Statement:

Develop a community policing plan utilizing the vision statement to create the groundwork for future community building initiatives. First, we will assign members of the Department to various student and faculty-led groups, including affinity groups, and to continue to meet with department heads of various departments on a regular basis. The assigned officer will act as a liaison to address issues that may be raised by the different groups. The second step is to begin an extensive community engagement process to coincide with our mission and vision.

FY 2020 Goals:

1. Communicate with campus and community organizations to determine methods to improve the delivery of safety and security services.
2. Collaborate with campus and community organizations to design and present campus safety programming.

Future Goals:

Other key components to the community policing plan will include the following future goals or initiatives:

1. Walk and Talks: Once a month, members of the command staff will walk the sectors and the buildings to meet with various members of the community and identify any issues.
2. Community Service: All officers will be required to perform a certain number of hours (TBD) of community policing activities each year in the Suffolk community.
3. Education of the Community as a Tool in Advancing Community Policing: SUPD will enhance its presence in the community by conducting various law enforcement and public safety topics. SUPD will explore the possibility of a citizen's police academy.