

Office of Public Safety and Emergency Preparedness Progress and Initiatives Update

This publication is distributed by the Office of Public Safety and Emergency Management (OPSEM) to update the University of the District of Columbia community on ongoing efforts to maintain safe campuses, prepare for and respond to emergencies, ensure community-oriented policing and to create and maintain a high-quality environment in which faculty, students and workers can teach, learn, work and thrive.



OPSEM maintains a staff of 36 employees, including 31 sworn law enforcement officers who exercise full enforcement and arrest authority. Complimented by contract security officers, OPSEM provides highly visible police and public safety services during hours of operation at the six remote campus sites and 24 hours a day, 7 days a week at the Van Ness main campus. Each of our employees is committed to addressing the public safety and emergency preparedness needs of the University and to providing services in a professional and procedurally just manner with an eye toward transparency and community engagement.

The four tenants of procedurally just policing that we adhere to include:

- Treating everyone we encounter with dignity and respect - regardless of race, religion, sex, sexual orientation, disability, or other diverse characteristics.
- Giving people a voice during encounters. Taking the time to listen to people's concerns and points of view when facts and circumstances allow for it.
- Being transparent and taking the time to explain our actions and why we do what we do.
- Having trustworthy motives. Doing the right things for the right reasons.

Public Safety

Between January 1 and August 31, OPSEM received and processed 8,403 telephone calls to our Public Safety Operation Center (PSOC). Staff self-initiated and/or responded to 8,714 total calls for service during this time frame. These calls ranged from routine activities such as conducting building and area checks, responding to alarm activations, assisting with vehicle lockouts, providing escorts and addressing parking complaints, to more complex responses such as preparing for and responding to emergency weather events, sending emergency alert notifications and conducting investigation of alleged criminal misconduct.

Community Engagement Efforts

OPSEM maintained a presence in the community and at the many gatherings and events of the University. Some of these events include:

- Annual Commencement Ceremony
- E.B. Henderson Dedication Ceremony
- Art All Night Event
- Annual Employee Awards Ceremony
- Christmas with a Cop
- National Night Out Program
- Coffee with a Cop
- New Employee Orientation
- New Student Orientation
- Student-Athlete Orientation
- Community Narcan Training
- DEA National Drug Takeback Initiative
- Spirit Wednesdays (Dennard Plaza)
- Mayor's Community Walks
- Increased bicycle patrol officers (4 new bicycle officers trained/total of 10 trained)



Emergency Preparedness and Response.



With input from HSEMA, DC OEP and other key University stakeholders, OPSEM completed a review and reissued the University's Emergency Operations Plan (EOP) in early 2023. The EOP provides an emergency management framework for institutional preparation for and response to major on-campus emergencies that may threaten the health and safety of the University community or disrupt its programs and operations.

The comprehensive EOP is available on the UDC Public Safety webpage and serves as a guide for OPSEM, the UDC President and the Board of Trustees in managing through an emergency. Also, the EOP serves as a roadmap for staff, students and faculty allowing them to know their roles and responsibilities as we prepare for and respond to emergencies.

In the coming weeks, OPSEM will work with faculty and staff to identify members to serve on the Building Emergency Response Team (BERT). These members will serve as building, floor, or area captains, assuming additional responsibilities during preparation for and response to emergencies and will receive training in areas such as CPR, First Aid, Active Shooter Response and EVAC-Chair use.

Following their assignment and initial training, OPSEM will conduct periodic scenario-based exercises to ensure that BERT members, as well as faculty, staff and students understand their roles and responsibilities and that they are able to respond appropriately during emergencies. Thereafter, an annual tabletop exercise will be designed and implemented by OPSEM to practice, evaluate and improve the Board of Directors' and key stakeholders' preparedness and ability to respond appropriately in an emergency.

Active Shooter Response

While it is unlikely that an Active Shooter incident will occur on any of our campuses, in this day and time it is imperative that faculty, staff and students understand the critical steps they must take to protect themselves and reduce the likelihood of becoming a casualty should such an event occur here.



In November 2022, OPSEM reviewed, updated and reissued the General Order on the response to Active Shooter Incidents. OPSEM also provides ongoing Active Shooter Response training during new hire orientation, new student orientation and during other educational

opportunities for faculty, staff and students. OPSEM takes all potential threats seriously and works with the Metropolitan Police Department, the FBI and other federal and local law enforcement partners to identify, investigate and respond to potential threats against the University community.

Fire Alarm Testing

In accordance with the requirements of the District of Columbia Municipal Regulation, OPSEM facilitates periodic fire alarm testing at each of the campuses and/or buildings owned or managed by the University. To date the following site's fire alarm systems testing have been completed.

- Lamond Riggs (All)
- Old Congress Heights (All)
- Van Ness
 - Building 32
 - Building 38
 - Building 39
 - Building 42
 - Building 43
 - Building 44
 - Building 46 East
 - Building 46 West
 - Building 56
 - E. B. Henderson Sports Complex

Fire alarm testing at the following remaining campus/University sites will continue with the goal of completing testing of all systems prior to the end of 2023.

- Van Ness
 - Building 52
 - Building 71
- National Airport Aviation Program Hangar
- Mixed-use housing complex - 2950 Van Ness
- Mixed-use housing complex - 3003 Van Ness
- Greenleaf Gardens

Guardian Score

OPSEM continues to seek innovative ways to gauge the level of satisfaction our community has concerning the services we provide. One such innovation recently acquired by OPSEM is the Guardian Score Customer Service Survey Tool (Guardian Score). Guardian Score is

a customer service survey solution designed to help the community provide real-time feedback about their interactions with our sworn and non-sworn staff members.



Much like a restaurant rating app, the “customer” is able to instantly provide various customer service ratings about a specific interaction with an individual officer or staff member, accessing the survey tool through a QR-Code and with just a few taps on a mobile device. Guardian Score then provides user-friendly score dashboards for each officer or staff

member, easily viewed by supervisors. This tool, which will be implemented during the first quarter of FY24, will allow OPSEM to acknowledge the efforts of staff members who consistently receive positive feedback and high ratings and will enable us to identify and address deficiencies of staff members who consistently receive negative feedback and low ratings on the survey.

I trust this publication will prove informative and enhance community knowledge and awareness of the important Public Safety and Emergency Management functions OPSEM is engaged in. OPSEM wishes you a safe and enjoyable semester and success in all your future endeavors. ***“Go Firebirds”***

Sincerely,

Cleveland L. Spruill, Police Chief
Director of Public Safety and Emergency Preparedness