



Service Level Agreement

Enterprise Risk
Management

Jul 2016 – Jun 2017

CONTENTS

1.0 Executive Summary 3

2.0 Service Line Summary 6

3.0 General Service Overview 7

4.0 Service Line Detail 4

SLA Contact Information	
SLA Doc Contact: Georgianne Carlson	Email: <u>Georgianne.Carlson@ucr.edu</u>
Police Contact: Chief Mike Lane	 <u>Mike.Lane@ucr.edu</u>
Police Directory	<u>http://police.ucr.edu/contact.html</u>

1.0 EXECUTIVE SUMMARY

Integration of Enterprise Risk Management Functions

Business and Administrative Services (BAS) continues to focus on transforming our operations and increasing our effectiveness in supporting UCR's teaching, research, public service and patient care mission. We are currently implementing a reorganization plan which addresses the creation of the Enterprise Risk Management (ERM) Division and go-forward plans for a Safety Culture Change Initiative, both of which were approved by Chancellor Wilcox in the fall of 2015. We are appreciative of the campus commitment to provide ongoing funding for ~14 new FTE (\$1.9 million), in support of these plans. BAS will provide temporary funding from our reserves in the amount of \$721K, to cover initial implementation costs in FY 2015/16 and for a portion of FY 2016/17.

The emerging structure is designed to manage campus risk activities in a manner that will yield efficiencies, synergies and functional integration beyond what can be achieved with the units reporting, as they typically do, into multiple management structures. Importantly, the structure aligns closely with the objectives outlined in UCR 2020 and BAS operational objectives to use industry best practices, eliminate duplication of efforts, create opportunities for collaboration, implement enabling technologies, and most importantly, prioritize institutional responsibility for safety and risk management.

In summary, the objective of the integrated structure is to optimize the management of functions that (anticipate) identify, analyze, mitigate, prepare for, respond to, lead the campus' risk recovery efforts, and to enable a focused and cohesive approach to implementing and promoting critical campus preparedness programs. As such, the ERM Division will have responsibility for key enterprise functions and initiatives, including; Environmental Health & Safety, Continuity Planning, Emergency Management, UC Police Department and Risk Management.

As a high priority, all BAS units, including the ERM Division will emphasize client communication/feedback and training around services and accessing services, to ensure high levels of client satisfaction and engagement.

Note: A full copy of the approved reorganization plan document has been included as an appendix to the budget templates for the new ERM Division.

Enterprise Risk Management Leadership/Admin

Oversees functions of the new ERM division, to enable effective ongoing strategic and operational planning, program development and implementation, and resource planning and management. ERM leadership has a direct and transformative impact on moving the campus culture from current state to one where ERM and related compliance and risk mitigation strategies are commonly understood and valued as part of the operational framework of the campus. This will be accomplished through a methodical risk management framework to carefully assess and prepare for the wide array of risks the campus faces which will support and enhance the delivery of UCR's teaching, research, public service and patient care mission.

Office of Emergency Management (OEM)

Office of Emergency Management assists the campus community in predicting, preparing, mitigating, responding and recovering from any adverse event that disrupts the campus mission. Through emergency

preparedness and response, continuity planning, training, exercises and communications, we serve the campus leadership and community by strengthening how the campus mitigates and prevents risk; prepares for, responds to, and recovers from emergencies; and protects the campus mission from disruption.

Risk Management (RM)

Risk Management is the comprehensive approach to identifying & managing the full range of risks the University faces. Risk Management is aligned with UCR's strategic and operational goals specifically, to ensure productive stewardship of campus financial, real property, and human resources. Success requires the identification and management of insurable as well as uninsurable risks associated with campus activities consistent with the University's mission. Risk Management's focus is not on simply reducing or avoiding the cost of risk, but on evaluating risks and potential hazards systematically.

Environmental Health & Safety (EH&S)

Environmental Health and Safety (EH&S) provides guidance and services to the campus community that promote health, safety, and environmental stewardship. Operationally, EH&S is organized through programs to provide training, technical assistance, consulting, and regulatory compliance support in areas including:

Major Programs Areas:

- Safety
 - Industrial Hygiene
 - Exposure Monitoring
 - Personnel Protective Equipment
 - Indoor Air Quality Assessments
 - Respiratory Fit testing
 - Safety Engineering
 - Accident Investigations
 - Hazardous Energy Control
 - Confined spaces
 - Fall Prevention
 - Fleet Safety
 - Research Safety
 - Chemical & General Safety
 - Radiation & Laser Safety
 - Biological Safety
 - Field Research Safety
 - Public & Environmental Health
 - Food Permits & Inspections
 - Pool Inspections
 - Vector evaluations
 - Drinking water testing
 - Travel Safety
 - Safety Mentors
 - Laboratory Safety Inspections
 - Campus Safety Audits
- Fire Prevention & Life Safety
 - Building Plan Review

- Fire Safety Inspections
- Fire Systems Maintenance, Testing & Inspection overview
- Special Events Support & Permitting
- Fire Extinguisher Use
- Environmental Stewardship
 - Hazardous Materials Management
 - Hazardous Materials Inventory
 - Spill Prevention, Countermeasures & Control
 - Hazardous Materials Business Emergency Plans
 - Controlled Substances
 - Storage, use and on-campus transportation of hazardous materials
 - Air Emissions & Permission
 - Stormwater management
 - Sanitary Sewer System Disposal Restrictions
 - Land Disposal Restrictions
 - Hazardous Waste Management
 - Radioactive waste
 - Chemical waste
 - Medical & Biohazardous waste
 - Universal waste
 - E-waste
 - Remediation of solid waste landfills
 - Remediation of underground storage tanks
- Training & Communications
 - Course Development, Delivery & Improvement
 - Website & electronic communications
 - Written guidance and documents
- Administration
 - Client Satisfaction
 - Effectiveness Evaluation
 - Metrics & Reports

University of California Police Department (UCPD)

The UC Police department operates as a proactive crime detection and prevention team that works closely with the community to make UCR a safer place to work, live and learn. UCPD provides general safety for life and property protection. UCPD also conducts traffic safety and enforcement, residential, office and building safety patrols, crime prevention education and risk assessment and response services. UCPD maintains a daily patrol coverage of three (3) officers plus a sergeant for 24/7 operations. The department's minimum coverage is three (3) total sworn personnel and overtime is incurred whenever staffing falls below this level. UCPD also staffs an Investigations Unit (detectives) and Crime Prevention unit (community education and awareness).

The department maintains a 24/7 emergency and non-emergency communications center where there are two Public Safety Dispatchers on-duty at all times (except for an 8 hour period of time every night) to coordinate police, fire and/or medical responses. The department's support staff conducts or maintains various law enforcement sensitive data/systems; and administrative functions that include records, live

scan services and state or federal compliance reports. Current plans include the expansion of the total FTE assigned to dispatch by 2.0 FTE to account for a growing workload and desire to eliminate periods of a single dispatcher assigned to duty (please see detailed position justification included in the UCPD new positions justification document).

To assist with safety in the area surrounding the campus, UCPD created the University Neighborhood Enhancement Team (UNET) which partners UCPD and Riverside Police Department (RUCPD) to address crimes and quality of life issues via community oriented policing and projects.

UCPD premium services are also provided to on-campus and/or off-campus entities including police services for buildings not owned by the Campus, false alarm responses, Community Service Officer area patrols (part-time student employees), special event safety/management (concerts), alarm monitoring, live scan finger printing and radio rentals/service to campus clients.

UCPD will be seeking the addition of 1.0 FTE for the promotion of a second police lieutenant. This creation of an additional FTE at the management level will allow the distribution of duties now assigned to a single person, which will, in turn, allow for a more focused assessment and improvement of all primary and secondary functions of the department.

2.0 SERVICE LINE SUMMARY

Service Line Summary				
Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Unit Services				
Enterprise Risk Management Leadership/Admin	√			07
Office of Emergency Management	√			08
Risk Management	√			09
EH&S- Safety, Industrial Hygiene & Inspections	√			12
EH&S- Fire & Life Safety	√			12
EH&S- Public Safety & Environmental Health	√			12
EH&S- Environmental Programs	√			12
EH&S- Training & Communication	√			12

EH&S- Admin	√			12
UCPD- Command Staff/ Support Staff	√			15
UCPD- Campus Patrol	√		√	15
UCPD- 800Mhz Radio Service- Non Sworn Clients	√		√	15
UCPD- Livescan Fingerprinting	√			15
UCPD- Lost & Found	√			15
UCPD- 24/7 Public Safety Answer Point (PSAP)	√			15
UCPD- Investigations Services	√			15
UCPD- University Neighborhood Enhancement Team (UNET)	√			15
UCPD- Robbery Suppression Assignment	√			15
UCPD- Crime Prevention	√			15
UCPD- Special Events			√	15
UCPD- False Alarms/ Alarm Monitoring			√	15
UCPD- Community Service Officers	√	√	√	15
UCPD- Spontaneous Protests/Demonstrations	√			15
UCPD- Security Patrol Officers			√	15

3.0 GENERAL SERVICE OVERVIEW

- **Office of Emergency Management (OEM)**
 - Assists the campus community in predicting, preparing, mitigating, responding and recovering from any adverse event that disrupts the campus mission of teaching, research, and community service.
 - Provides program services in the area of emergency management, continuity planning, emergency communications, and preparedness, response and recovery training through drills, tabletops and functional exercises.

- Risk Management (RM)

- Manages approximately 50 insurance claims per year
- Reviews approximately 200 agreements per year and issues certificates of insurance accordingly
- Provides approximately 20 training sessions per year
- Provides approximately 100 comprehensive risk assessments per year
- Processes approximately 300 alcohol permits per year
- **Environmental Health and Safety (EH&S):**
 - Develops, improves, acquires and provides access to Safety, Health and Environmental Stewardship training both on-line and in person through the Human Resources Learning Management System
 - Supports water quality compliance on 1,126 acres for the Municipal Separate Storm Sewer System (MS4) Permit
 - Supports approximately 60 controlled Substances, California Precursor and Listed Chemical user research groups
 - Conducts Cal Code Inspections for 47 food establishments, at least twice each year
 - Conducts public safety inspections for 8 pools and 5 spas, twice each year
 - Collects samples and conducts drinking water quality standards tests (37 samples in 2015)
 - Issues temporary food establishment permits (615 permits in 2015)
 - Conducts annual inspections for general physical and chemical safety for 610 labs (beginning in FY 2016/17), in addition to the biosafety, laser safety, X-ray safety and radiation safety inspections that are already being conducted in labs using radioactive materials, biohazardous materials, x-rays, and lasers.
 - Conducts annual fire safety inspections in all major campus buildings (~4.7 million gross square feet (gsf)) and four times per year in residence halls (~2.1 million gsf)
- **University of California Police Department (UCPD)**
 - Provides police services 24 hours per day/7 days per week/365 days per year (24/7/365), for all UCR campus properties, with a minimum staffing level of 3 officers on duty at all times.
 - Provides Public Safety Answering Point (PSAP) dispatch services for UCR community 24/7/365.
 - These services are not provided for the Palm Desert Campus and UC Path Center, due to their geographical distance from campus, lack of sufficient police staff, and lack of current police radio range and interoperability. These services are provided by the agencies within the jurisdiction that are located (Palm Desert Police Department and Riverside County Sheriffs respectively).

4.0 SERVICE LINE DETAIL

Name of Service:	Enterprise Risk Management Leadership/Admin
Brief Description of Service:	Provide executive leadership to all of the functions within Enterprise Risk Management and is responsible for establishing a mature, effective and integrated ERM program as a critical component of an overall safety, risk and preparedness program. ERM leadership is also charged with providing a systematic, structured, and timely continuous improvement framework that will allow the campus to prepare for and respond to both anticipated and unanticipated events.
Customers Eligible to Request Service:	All of the campus population
Web Address	Coming Soon
Service Level Agreement Specifics:	<ul style="list-style-type: none"> • Increases in risk culture and awareness • Responsible for ERM training & development • Develops short and long range strategic planning • Provides investigatory and Emergency Operations Center (EOC) oversight
Recharge Services	N/A
Premium Services	N/A

Name of Service:	Emergency Management
Brief Description of Service:	Emergency Management prepares the university to be able to respond to, and recover from, any incident and enhance the safety and quality of life for the university community
Customers Eligible to Request Service:	All of Campus
Web Address	http://ehs.ucr.edu/emergency/
Service Level Agreement Specifics:	<p><u>Emergency Management</u></p> <ul style="list-style-type: none"> • Prepares, mitigates, responds and assists with recovery of emergency events at UCR main campus, Palm Desert, and the Intellicenter including UC Path. • Develops/updates strategic emergency initiatives and mitigation to campus risks as part of Enterprise Risk Management. • Manages emergency communications and disaster readiness systems • Develops/uUCP Dates emergency documentation for the: <ul style="list-style-type: none"> ○ Executive Management Policy Group (EMPG), ○ Campus Emergency Operations Plan (EOP), ○ Emergency Operations Center (EOC) • Provides Emergency Response planning and compliance • Training and outreach for essential response personnel, leadership, staff, faculty and students. • Supports campus events (e.g. HEAT, Spring Splash, Convocation, Commencement, etc.) • Guides Hazard Assessment and Mitigation • Manages the BSEC/BES program <p><u>Continuity Planning- Limited Emergency Response Coordinator (LERC)</u></p> <ul style="list-style-type: none"> • Facilitates business resumption • Develops Campus Business Impact Analysis • Facilitates the development of Continuity Plans • Provides continuity oversight by using the UC Ready planning tool. • Provides Campus training and outreach
Recharge Services	None
Premium Services	None

Name of Service:	Risk Management
Brief Description of Service:	Risk Management serves to protect the interests and assets of UCR by identifying potential risk exposures, devising strategies to eliminate or minimize losses, efficiently managing insurance and self-insurance programs, and collaborating closely with campus departments and stakeholders to promote a safe and secure campus environment.
Customers Eligible to Request Service:	All of Campus
Web Address	http://risk.ucr.edu/
Service Level Agreement Specifics:	<p><u>Predictive Analytics/Data Analytics</u></p> <ul style="list-style-type: none"> Establish and maintain the Campus Risk Portfolio by identifying, evaluating and ranking risks. The Campus Risk Portfolio maps risk ownership and controls, and provides knowledge management. Predictive analytics are used to prevent and prepare and to evaluate the effectiveness of risk mitigation strategies. Reports are provided to executive leadership. <p><u>Consultative Services</u></p> <ul style="list-style-type: none"> Provide campus with comprehensive risk assessment consultations in all areas of risk. Ensure faculty, staff, students and guests are safe while attending and/or participating in University-sponsored programs by identifying, assessing and mitigating potential risks. <p><u>Training & Strategic Development</u></p> <ul style="list-style-type: none"> Develops and administers a variety of training opportunities to educate the campus community on strategies to minimize risk. Organize work groups such as the Enterprise Risk Work Group (ERWG) and the Employment Practice Improvement Committee (EPIC) in order to gain campus input and develop tools such as webinars, workshops and presentations to educate the campus community about employment practice liability. <p><u>Self-Insurance Programs</u></p> <ul style="list-style-type: none"> Manages campus’ “self-funded insurance programs” which covers: property, auto liability, general liability, professional medical/hospital liability, construction liability (builders risk & UCIP), foreign liability (travel insurance), employment practices liability, data security & privacy liability, marine, threat & security liability. <p><u>Claim & Litigation Management</u></p> <ul style="list-style-type: none"> Facilitate and coordinate the efficient and cost-effective resolution of claims and litigation. Prevent future and repetitious claims and litigation by instituting remedial measures and best practices. Represent the University in small claims court and attend hearings and mediations. <p><u>Contractual Liability</u></p> <ul style="list-style-type: none"> Identify and strategically manage all business contractual risks to identify and strategically assess risk in all agreements/contracts to ensure compliance with UC/UCR policies. Risk exposure is minimized by recommending appropriate contractual language. <p><u>Certificates of Insurance & Permits</u></p>

	<ul style="list-style-type: none"> • Provides all certificates of insurance as required and also reviews, tracks and maintains third party certificates of insurance. • Provides certificates of insurance and claim history reports for credentialing UCR physicians • Provides consultation on all major campus events and recommends key risk mitigation strategies for unique situations. • Approves and manages all campus alcohol permits while providing consultation and collaboration to ensure policy and legal compliance. <p><u>Investigation and Reporting</u></p> <ul style="list-style-type: none"> • Investigates incidents and claims where appropriate. The unit also provides in-depth assessments and after action reports.
Recharge Services	None
Premium Services	None

Name of Service:	Environmental Health & Safety
Brief Description of Service:	EH&S provides guidance and services to the campus community that promote health, safety, and environmental stewardship
Customers Eligible to Request Service:	All campus population
Web Address	http://www.ehs.ucr.edu/
Service Level Agreement Specifics:	<p>Safety</p> <ul style="list-style-type: none"> • Protects worker health and safety and implementation of the Injury and Illness Prevention Program (IIPP). Oversight of non-office ergonomics, fall prevention, ventilation control (lab hoods), hearing conservation, heat stress prevention, indoor air quality, mold remediation, personal protective equipment (e.g., respiratory protection), safety engineering, Department Safety Coordinator program, accident investigation, electrical safety, confined space entry, and more. Implementation of the Integrated Safety & Environmental Management (ISEM) program. • Provides safety guidelines for hazards found in the laboratory and research setting. Oversight of chemical hygiene plans (CHP), Laboratory Manual, Standard Operating Procedures (SOPs), Laboratory Audits, field safety, Laboratory Safety Officer (LSO) committee, and Research Integrated Safety Committee • Regulates ionizing and non-ionizing radiation such that exposure is as low as reasonably achievable (ALARA). Oversight of radioactive materials, the campus Broad Scope License, Radiation Producing Machine Registration, high radioactive sources that require Increased Controls, Radiation Safety Committee, Radiation Use Authorization (RUA), and Laser Use Authorization(LUA) • Prevents exposure to infectious agents and biohazardous materials by providing guidance and oversight for use of pathogens, Biological Use Authorization (BUA), Exposure Control Plans, and Biosafety Cabinets. Ensures compliance with Medical Waste Management, Bloodborne Pathogens Plan, Select Agent regulations and National Institutes of Health recombinant DNA and Biosafety in Microbiological and Biomedical Laboratories guidelines. • Facilitates safe use, design, and implementation of lasers. Oversight of laser machine registration (Class 3B and Class 4) and the campus Laser Safety Manual. • Provides guidance for trips away from campus including how to access assistance when a medical emergency or threatening situation occurs. Encourages safe field excursions through consultation. <p>Fire & Life Safety</p> <ul style="list-style-type: none"> • Prevents loss of life and property resulting from fire related incidents, through management of fire prevention, fire inspections, and fire protection engineering plans and activities. Prepares compliance reporting to State Fire Marshal. • Ensures exiting and fire suppression systems are operational, through oversight of testing, inspection and maintenance activities

	<ul style="list-style-type: none"> • Ensures all new construction and remodel projects conform to California State Fire Marshal regulations through extensive plan review, inspection of construction prior to completion and testing and acceptance of fire and life safety systems prior to occupancy. <p><u>Public Safety & Environmental Health</u></p> <ul style="list-style-type: none"> • Prevents human health and diseases caused by environmental factors, through oversight of food preparation, sanitation process, swimming pool inspections, and drinking water quality sampling and testing. <p><u>Environmental Programs</u></p> <ol style="list-style-type: none"> I. Environmental management. Provide regulatory development support, guidance, submit reports and conduct audit activities to ensure compliance with environmental regulations, in the following areas. <ol style="list-style-type: none"> A. Water Quality <ol style="list-style-type: none"> 1. Phase II Small MS4 Storm water General Permit 2. Sewer System Management Plan; Monitoring and Reporting Program for Sanitary Sewer Dischargers 3. City of Riverside Sewer Discharge Ordinance B. Air Quality <ol style="list-style-type: none"> 1. California Air Resources Board regulations compliance 2. South Coast Air Quality Management District permitting, inspections and rules compliance C. Hazardous Materials <ol style="list-style-type: none"> 1. Aboveground Petroleum Storage Act (APSA) 2. Spill Prevention, Control and Countermeasure (SPCC) Plan 3. PCB-Containing Electrical Equipment II. Hazardous Waste Operations <ol style="list-style-type: none"> A. Provide safe and compliant pickup of hazardous chemical, radioactive, and biohazardous waste for transfer from campus storage areas to EH&S hazardous waste storage; manage campus hazardous waste management facility; conduct laboratory cleanouts. B. Provide information and guidance to campus staff for safe and compliant labeling, containerization, accumulation, storage and disposal of hazardous chemical, radioactive, and biohazardous waste. C. Administration of software used to label, track, and manage pickup of campus hazardous waste for disposal (WASTE). III. Hazardous Materials <ol style="list-style-type: none"> A. Provide information and guidance to minimize hazards of chemicals that pose significant risk to people or property. Manage hazardous material business plan compliance, and provide oversight of chemical inventory, emergency response and entry placards, and Safety Data Sheets (SDS) programs. Conduct chemical inventory verifications. B. Manage hazardous materials emergency response team to safely and efficiently handle spills and incidents involving chemicals and hazardous waste. Conduct follow up activities to prevent recurrence of spills and incidents. C. Manage compliance with federal Drug Enforcement Agency (DEA) scheduled or listed controlled substances and California precursor chemicals regulation.
--	--

	<p>D. Assist with compliance with Cal/OSHA carcinogen regulations by providing the use and reporting reports.</p> <p>Training</p> <ul style="list-style-type: none"> • Develops, acquires, and delivers course instruction, using the Learning Management System (LMS), to register and maintain records. Provides resources for learning about health safety and environmental stewardship responsibilities. Oversight of schedule of classes, needs assessment, departmental communication, publications, and on-line training.
Recharge Services	None
Premium Services	None

<p>Name of Service:</p>	<p>Police Department</p>
<p>Brief Description of Service:</p>	<p>Command Staff/Support Staff- Provide executive leadership and management of UCPD.</p> <p>Campus Patrol-24/7/365 continuous monitoring of the campus and surrounding areas</p> <p>Livescan Fingerprinting- Provide livescan fingerprinting service, in connection with UCR’s employee onboarding/background check process.</p> <p>800MHZ Radio Service (Non-Sworn Campus Clients)- Provide radio service for non-UCPD clients</p> <p>Lost & Found- Central campus repository for lost & found property.</p> <p>24/7/365 Public Safety Answer Point (PSAP – 911 lines)/Records- 24/7/365 Public Safety Answering Point dispatch services for UCR campus</p> <p>Investigations Services- Provide follow-up investigations on criminal reports.</p> <p>University Neighborhood Enhancement Team (UNET) - Staff community policing partnership with Riverside UCPD, with 1 sergeant and 4 officers patrolling and answering calls for service in 18 square mile area within UNET boundaries that surround campus. Both UCPD and RUCPD provide 1 sergeant and 4 officers to this assignment which is governed by a Memorandum of Understanding with the City of Riverside. This memorandum was enacted over 20 years ago and is renewed every three years (the current agreement is current until June of 2016).</p> <p>Robbery Suppression Assignment - One officer on robbery suppression patrol 8 hours/day/365 days/year patrolling the Linden St., Rustin Ave. and Blaine St. areas. This staffing commitment was made in response to a recommendation of the Campus Safety Task Force in 2013.</p> <p>UCPD recommends keeping the robbery suppression assignment in place to deter and detect violent crimes against students who live at nearby off-campus apartments; however, sufficient funding is not currently available to fully cover the cost of this 8 hour/day service.</p> <p>In accordance with the 2013 Safety Taskforce recommendation, once the three open police officer vacancies are filled, UCPD will create a bike team with the objective of providing a visible presence to detect and deter crime in the neighboring area and an expanded presence on campus.</p> <p>Crime Prevention- 2 police officers provide crime prevention and educational resources Monday - Friday</p> <p>Special Events- Provide police staffing for special events</p>

	<p>False Alarms/Alarm Monitoring- UCPD Dispatch staff monitor building intrusion alarms for clients 24/7/365</p> <p>Community Service Officers- CSOs (student employees) provide patrols of campus residence halls, married student housing and all campus apartment complexes, as well as the campus interior.</p> <p>Spontaneous Protests/Demonstrations- provides response teams to monitor protests and demonstrations.</p> <p>Security Patrol Officers- provides uniformed non-sworn officers that help to maintain a safe and hazard-free environment by providing additional vigilance on the campus and surrounding areas</p>
<p>Customers Eligible to Request Service:</p>	<p>All of the campus population - Excluding UC Path Center and Palm Desert Campus</p>
<p>Web Address</p>	<p>http://police.ucr.edu/contact.html</p>
<p>Service Level Agreement Specifics:</p>	<p>Command Staff/Support Staff-</p> <ul style="list-style-type: none"> • Maintain executive level oversight of all police operations • Provide administrative support to command staff <p>Campus Patrol-</p> <ul style="list-style-type: none"> • 24/7/365 patrol all of the campus and surrounding areas with a minimum coverage of 3 officers and 1 Sergeant on duty. <p>Livescan Fingerprinting-</p> <ul style="list-style-type: none"> • Provide livescan fingerprint services for the general public • Provide livescan fingerprint services for onboarding UC employees <p>800MHZ Radio Service (Non-Sworn Campus Clients)-</p> <ul style="list-style-type: none"> • Provide two-way radio service for non-UCPD clients • Maintain and program the radio system and components <p>Lost & Found-</p> <ul style="list-style-type: none"> • Retain lost items for 90 days • Attempt to identify owners of high value items • Dispose of unclaimed property, in accordance with applicable policies. <p>24/7/365 Public Safety Answer Point (PSAP – 911 lines)/Records-</p> <ul style="list-style-type: none"> • Provide 2 dispatchers on duty at all times, except for 8 hours/night and sick/vacation coverage, when only 1 is on duty. Note: BAS recommends that this SLA and related budget be increased by 2 new dispatcher FTE, to provide for 2 dispatchers on duty at all times, including nights. • Answer 911 and non-emergency calls • Dispatch police officers to calls for service <p>Investigations Services-</p> <ul style="list-style-type: none"> • Provide follow-up investigations on criminal reports • Execute search and arrest warrants • Maintain evidence and property storage • File criminal charges with district attorney’s office <p>University Neighborhood Enhancement Team (UNET)-</p> <ul style="list-style-type: none"> • UCR provides 1 sergeant and 4 officers to the UNET team • Patrol and respond to city calls for police service within UNET boundaries

	<ul style="list-style-type: none"> • Conduct special enforcement projects, such directed patrols targeting a specific quality of life issue, crime trend or on-going problem that affects the community surrounding campus. <p>Robbery Suppression Assignment-</p> <ul style="list-style-type: none"> • One officer on robbery suppression patrol 8 hours/day/365 days/year <p>Crime Prevention-</p> <ul style="list-style-type: none"> • Provide crisis response training • Provide annual Highlander orientation presentations • Provide threat assessments and participate in Critical Student Incident team • Provide student incident summaries to Student Conduct and Academic Integrity Programs <p>Special Events-</p> <ul style="list-style-type: none"> • Provide police staffing for special events <p>False Alarms/Alarm Monitoring-</p> <ul style="list-style-type: none"> • Monitor building intrusion alarms for clients 24/7/365 • Provide primary response to building intrusion alarms 24/7/365 <p>Community Service Officers-</p> <ul style="list-style-type: none"> • Provide CSO staffing for interior area patrols funded by campus <p>Spontaneous Protests/Demonstrations-</p> <ul style="list-style-type: none"> • Provide response teams for spontaneous protests and planned demonstrations • Collaborate with Student Affairs to monitor protest activity • Make recommendations to executive leadership when protests interfere or are expected to interfere with University business <p>Security Patrol Officers-</p> <ul style="list-style-type: none"> • Prepare written reports • Perform access control duties • Escort employees/students • Act as secondary emergency response • Enforce on-site access policies and procedures • Provide visitor and information services
<p>Recharge Services</p>	<p>800MHZ Radio Service (Non-Sworn Campus Clients)- Special event radio rentals.</p> <p>Special Events- Staffing for planned special events, such as concerts, dignitary visits, etc.</p> <p>False Alarms/Alarm Monitoring- All clients are billed for monthly monitoring fees and false alarm responses</p> <p>Security Patrol Officers (SPO)- All SPO support</p> <p>Campus Patrol- Housing and Transportation and Parking Services patrol services and additional security and patrol provided at non-University owned buildings - Stonehaven and International Village</p> <p>Community Service Officers- Housing, Dining and Residential Services contracts with UCPD for CSO patrols for all residence halls, campus apartments and family student housing. These patrols are charged based on</p>

	<p>the number of hours patrols are provided, as well as on the number of CSOs provided during those patrols.</p>
<p>Premium Services</p>	<p>Community Service Officers- Service contracts for additional campus patrol hours beyond campus funded night watch program. These patrols are charged based on the number of hours patrols are provided, as well as on the number of CSOs provided during those patrols.</p>