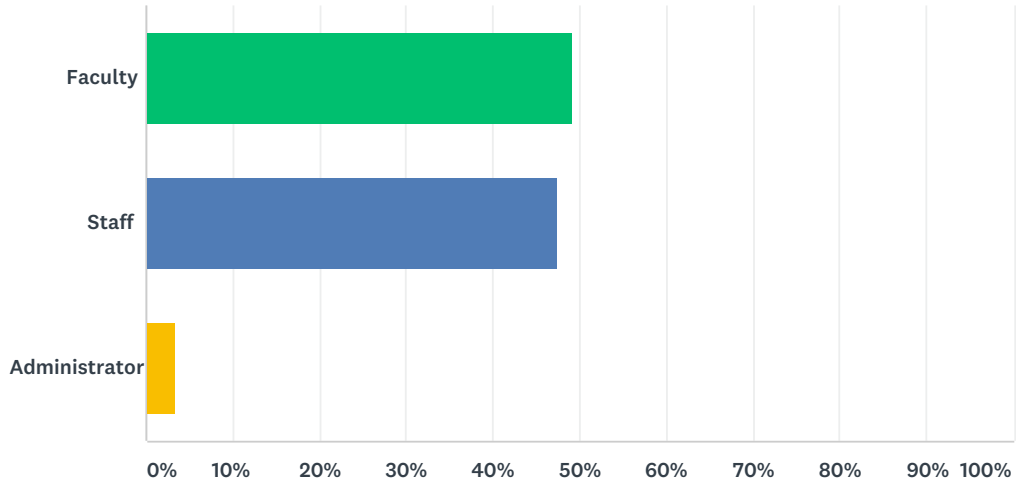


### Q1 Are you:

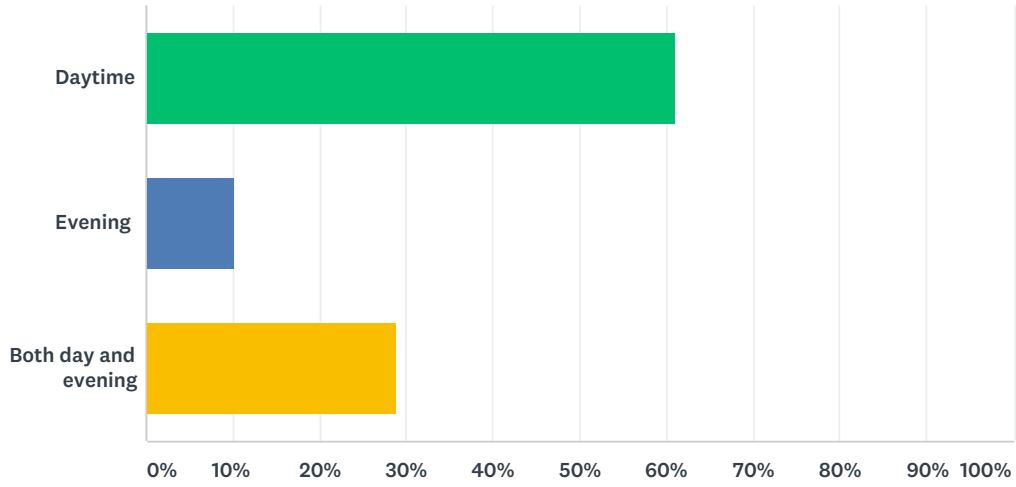
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Faculty	49.15%	29
Staff	47.46%	28
Administrator	3.39%	2
<b>TOTAL</b>		<b>59</b>

## Q2 Are you primarily on campus during

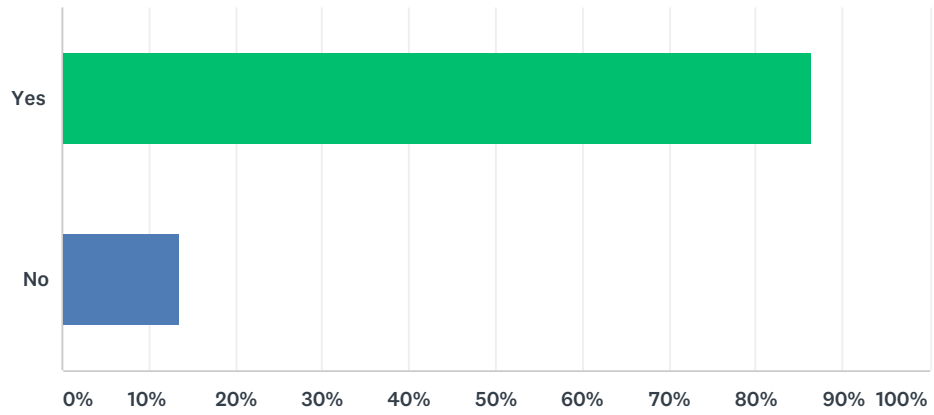
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daytime	61.02%	36
Evening	10.17%	6
Both day and evening	28.81%	17
<b>TOTAL</b>		<b>59</b>

### Q3 Have you contacted the Sheriff's office for help?

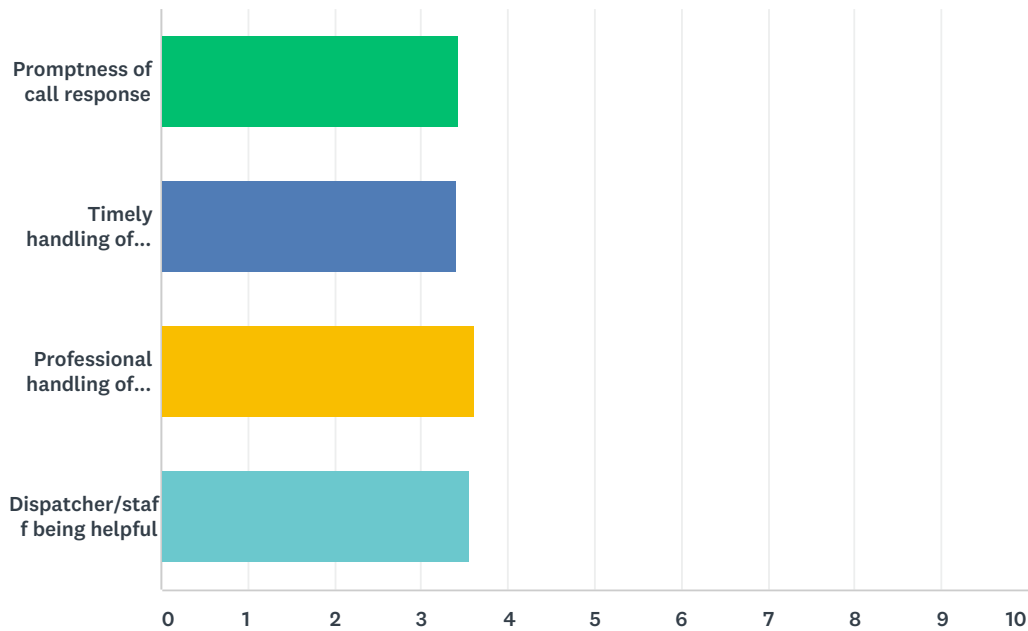
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86.44%	51
No	13.56%	8
TOTAL		59

## Q4 How would you rate the following, based on the services you received from the department?

Answered: 50 Skipped: 9



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Promptness of call response	6.00% 3	8.00% 4	40.00% 20	28.00% 14	18.00% 9	50	3.44
Timely handling of situation/issue	6.00% 3	18.00% 9	26.00% 13	30.00% 15	20.00% 10	50	3.40
Professional handling of situation/issue	4.00% 2	14.00% 7	26.00% 13	28.00% 14	28.00% 14	50	3.62
Dispatcher/staff being helpful	6.00% 3	10.00% 5	32.00% 16	26.00% 13	26.00% 13	50	3.56

#	COMMENT	DATE
1	Awesome help!	6/7/2017 2:24 PM
2	Consistently understaffed	6/7/2017 8:33 AM
3	They come when they can. In the mean time students and instructors stand in hall waiting for room to be unlocked	6/6/2017 8:53 PM
4	My situations were handled because of [REDACTED], she is always a TREMENDOUS help. Please pass this along to her.	6/6/2017 6:43 PM
5	The dispatches don't always understand common english phrasing and spelling is often wrong.	6/6/2017 12:58 PM
6	Never had a problem with the Law Enforcement on campus	6/6/2017 12:12 PM
7	Only used to get a door unlocked....	6/6/2017 12:05 PM
8	From reporting to actual arrival there is a significant GAP.	6/6/2017 12:00 PM
9	the excuse of "Under Staffed" is used to often	6/6/2017 11:43 AM

## Service Area Survey - Sheriff's Office

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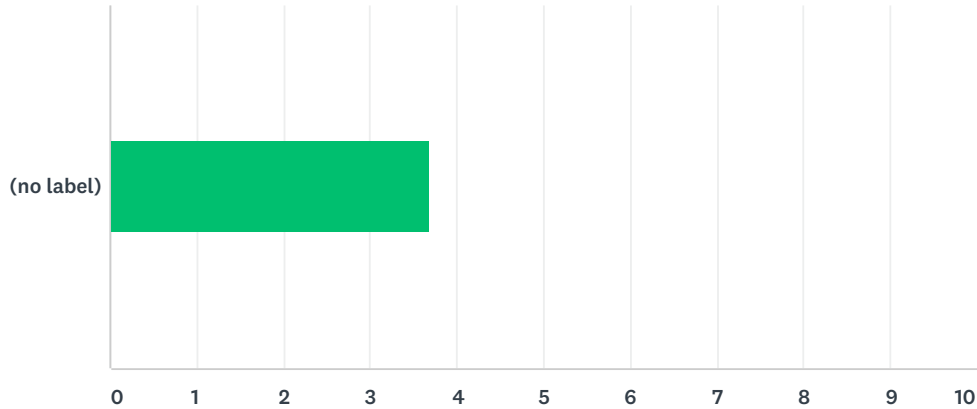
10	cadets answering phones and not understanding what you are calling for is not good customer service. Luckily not a real emergency.
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6/6/2017 11:42 AM

## Q5 How safe do you feel on campus?

Answered: 57 Skipped: 2

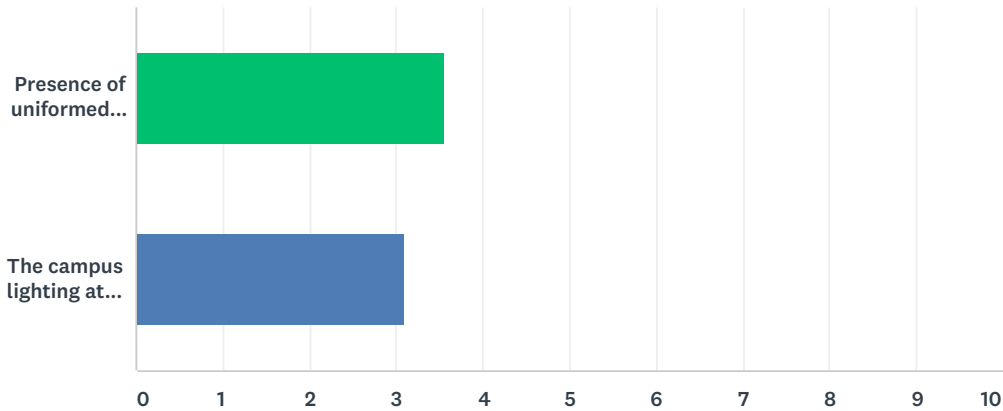


	NOT SAFE AT ALL	SOMEWHAT UNSAFE	NEUTRAL	SOMEWHAT SAFE	VERY SAFE	TOTAL	WEIGHTED AVERAGE
(no label)	1.75%	14.04%	22.81%	36.84%	24.56%	57	3.68
	1	8	13	21	14		

#	COMMENT	DATE
1	Street racing on ethyl almost every day.	6/15/2017 12:44 PM
2	Some times when I leave late at night, and there is no one in the parking lot, it fills a bit scary. I know I can call the sheriff for help, but often I don't. Maybe you should put out more information flyers about safety.	6/7/2017 6:24 AM
3	No presence at night!!! This is inexcusable!	6/6/2017 9:30 PM
4	Parking lot A very dark.	6/6/2017 8:53 PM
5	As a male, I feel safe; however, toward the south end of the campus I am amazed because of the abandoned bungalows there is not disruptive behavior in the area	6/6/2017 6:43 PM
6	The state of the building I am in has safety issues	6/6/2017 5:07 PM
7	never see anyone patrolling 9-10pm	6/6/2017 12:44 PM
8	need more presence on campus.	6/6/2017 12:12 PM
9	Presence is limited to them being on their patro car.	6/6/2017 12:00 PM
10	Our active shooter drill is unsatisfactory to me	6/6/2017 11:52 AM
11	not due to sheriff or security	6/6/2017 11:43 AM
12	Sheriff's are never visable. Get out of the car and walk the campus. Enter buildings and check on people.	6/6/2017 11:42 AM

## Q6 Please rate your satisfaction with the following:

Answered: 57 Skipped: 2



	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Presence of uniformed personnel on patrol	8.77% 5	15.79% 9	17.54% 10	24.56% 14	31.58% 18	1.75% 1	57	3.55
The campus lighting at night	11.32% 6	20.75% 11	13.21% 7	32.08% 17	9.43% 5	13.21% 7	53	3.09

#	COMMENT	DATE
1	Not enough presence to deter things like smoking, skateboarding and people with animals using the campus as park and not clean up after themselves.	6/19/2017 2:49 PM
2	Need officers out of their cars on ethyl street.	6/15/2017 12:44 PM
3	Most Sheriffs I see are sitting in their cars. Take a lap on foot once in a while. Presence makes a huge difference. The Cadets are out there all the time.	6/9/2017 8:47 AM
4	We can always 'use' more officers on patrol! That just feels safer.	6/8/2017 7:08 AM
5	It is a little dark around the south gym and behind the stadium.	6/7/2017 2:24 PM
6	Somewhat satisfied because I think in an academic environment, we should not have the need of uniformed personnel on patrol, but in today's environment, we need to.	6/7/2017 6:24 AM
7	Often see people who aren't students hanging out.	6/6/2017 9:30 PM
8	Only see them when called.	6/6/2017 8:53 PM
9	Again the bungalow area seems questionable yet there is never any problem in the area.	6/6/2017 6:43 PM
10	we need more lighting and more patrol at night	6/6/2017 1:09 PM
11	Would like to see more patrols over by AHS building at night.	6/6/2017 12:58 PM
12	Too dark	6/6/2017 11:52 AM

## Q7 What other services/improvements would you like to see from the department?

Answered: 25 Skipped: 34

#	RESPONSES	DATE
1	Working cameras and patrols to deter crime and things like people hitting vehicles or speeding in parking lots.	6/19/2017 2:49 PM
2	Video surveillance on ethyl and allied health building and officers present on Ethyl to contrpl traffic	6/15/2017 12:44 PM
3	Several requests were made to make patrols in the library academic resource center first and second floors. There has been no consistency with following the schedule or not followed at all for evening closing and Saturday's.	6/12/2017 3:36 PM
4	This suggestion is possible, because it occurred during commencement. We need one Officer/Cadette at Ethel and the driveway to parking lot G. Put up a barrier, and only let Faculty/Staff or proper parking for lot D pass. Then I will not have to worry about being hit by speeders using Ethel as a cut through, looking out for wrong way drivers, and having no parking spot because people are illegally parking.	6/9/2017 8:47 AM
5	Better communication	6/8/2017 9:09 PM
6	Provide services the Sheriff Department offers in a timely fashion. I was told that the Live Scan machine has NOT been working since last year (October 2016) and to this day, there is NO effort to fix it. I was there in person for the service, and I was given phone # to the LACC's Sheriff Department. That # was wrong, and no such number exists. For faculty that the job requires Live Scan finger printing requirement, this kind of run around, giving wrong information, not keeping equipment in working order for 9 months clearly shows contempt for the job for which your department represent.	6/8/2017 8:23 AM
7	More (panic) call boxes that are easy to spot	6/8/2017 7:08 AM
8	Going back to being able to leave parking passes for teachers at the sheriff's office for pick up at night.	6/7/2017 2:24 PM
9	Thank you.	6/7/2017 11:23 AM
10	faster response time, more staffing, more cadets to assist on campus.	6/7/2017 8:33 AM
11	More presence of information through flyers available in every classroom, through emails, etc.	6/7/2017 6:24 AM
12	Traffic control in the front lot. People stop to pick up students and block lanes.	6/6/2017 9:30 PM
13	They do not police staff parking lot with due diligence. They send out cadets to write tickets and they don't write many. Many student violations go unticketed. To many temporary parking permits issued. Many to student workers. Something wrong with that.	6/6/2017 8:53 PM
14	Medical emergency/first responder training.	6/6/2017 4:01 PM
15	More patrolling on camp and more lighting	6/6/2017 3:29 PM
16	Please ticket those with no faculty/staff parking permits in lots.	6/6/2017 12:58 PM
17	Stop parking police cars in the middle of student walkways! It doesn't make us safer, it makes you more intimidating.	6/6/2017 12:17 PM
18	More security "on patrol" whether walking or golf carts.	6/6/2017 12:12 PM
19	More staff out patrolling, enforcing parking lots (students parking in staff lots)	6/6/2017 12:09 PM
20	I know it's not in their control but we would be best to enforce the no smoking policy	6/6/2017 12:05 PM
21	Sensitivity to College environment as it relates to student, staff, Faculty and Administrators. Balance the rule of Law to the regulation of Student conduct.	6/6/2017 12:00 PM
22	n/a	6/6/2017 11:57 AM



## Service Area Survey - Sheriff's Office

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23	More personal on campus	6/6/2017 11:52 AM
24	When we call for help/emergency, don't ask and keep us on the phone questioning about the situation. We may not be able to talk at that time, just ask for location, send the officer and later ask about details, names, etc...	6/6/2017 11:50 AM
25	Quicker services. Stop giving student workers parking in the staff area. Walk the campus and enter buildings to check on folks. Have a staff person on BShift. Not just cadets who are untrained.	6/6/2017 11:42 AM

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## Q8 Please share your comments and/or suggestions about the department.

Answered: 22 Skipped: 37

#	RESPONSES	DATE
1	Often seems disconnected from the campus. Shouldn't they be part of some of the administrative meetings? We need updates and alerts.	6/19/2017 2:49 PM
2	No one knows who the sherrif is - poor on campus presence	6/15/2017 12:44 PM
3	Long response for classroom opening. No longer assist with class cancellation postings which cause major confusion for students.	6/12/2017 3:36 PM
4	When I was at the LAVC's Sheriff's station, the people who were there seemed to congratulate the cadet (?) in training for handling my request ( referring me to LACC's Sheriff Office for the Live Scan). Obviously I don't fault the cadet for giving me a defective number, but the regular employee (a female in uniform) needs to make sure the number the department is referring is ACCURATE.	6/8/2017 8:23 AM
5	Everyone has always been helpful.	6/8/2017 7:08 AM
6	Year in and year out, all the officers and cadets are so kind and go beyond politeness when opening our rooms for us. [REDACTED] is just amazing and seems to have multiple hands to do everything at the same time. Whoever chooses the cadets every year, really does a great job.	6/7/2017 2:24 PM
7	Thank you.	6/7/2017 11:23 AM
8	Good job generally and very respectful and respectful officers.	6/7/2017 6:24 AM
9	I would like the Sheriffs to be more respectful and polite to the faculty especially if the faculty parks incorrectly or misunderstands the rules. Ask not accuse	6/6/2017 9:50 PM
10	Presence at night!	6/6/2017 9:30 PM
11	Stop issuing so many parking passes. They are being abused by many students. How are they getting them and why are they being issued for so long. They should only be issued on a daily basis. Why are they being issued to end of semester	6/6/2017 8:53 PM
12	Thank you very much for helping and making us (CDC) feel safe. Please visit us more often,	6/6/2017 7:07 PM
13	My dealings as an instructor have primarily been through [REDACTED] and her prompt and professional responses to requests and question. If you could let her know that the Business Department values her contributions to the campus, we would greatly appreciate it.	6/6/2017 6:43 PM
14	When [REDACTED] was around he always walked thru the offices and said hello. I loved that because he became familiar with staff and we got to know him too. [REDACTED] has never shown his face...disappointing. Don't tell me he is BUSY he is here to serve us and being a welcoming presence is what is needed around this place.	6/6/2017 2:52 PM
15	They have responded quickly and resolved the situations I have experienced.	6/6/2017 2:51 PM
16	friendlier and accommodating to staff	6/6/2017 1:04 PM
17	Get out of your damn cars, walk the campus, and be friendly. Don't be the same cops that everyone sees on TV. Embarrassing that I get the feeling of being repressed and intimidated when walking with students on campus.	6/6/2017 12:17 PM
18	Excellent overall	6/6/2017 12:05 PM
19	On a one on one they are friendly and approachable. When interacting in a disruptive issue tends to be heavy some times and not in others. There is no consistency.	6/6/2017 12:00 PM
20	Very professional.	6/6/2017 11:57 AM
21	It's a hard job, I realize that. Given the current light of threat in this country and globally--LAVC is a soft target. Officers need a bigger force and a stronger showing of security on campus.	6/6/2017 11:52 AM
22	See above.	6/6/2017 11:42 AM