## Administrative Services Departments:

<table>
<thead>
<tr>
<th>Department</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletics</td>
<td>3</td>
</tr>
<tr>
<td>Business Services</td>
<td>5</td>
</tr>
<tr>
<td>Employee Services</td>
<td>7</td>
</tr>
<tr>
<td>Information Technology</td>
<td>9</td>
</tr>
<tr>
<td>Operations</td>
<td>12</td>
</tr>
<tr>
<td>Public Safety</td>
<td>17</td>
</tr>
</tbody>
</table>
Overview
The Athletics department has a three-pronged philosophy for success: academic achievement, athletic achievement and holistic development of the student-athlete.

Summary
The athletic department has achieved numerous successes in all three prongs this year.

Academic Success: There are 6 Phoenix College (PC) sports that will be named an NJCAA Academic Team of the Year. PC will have 10 student-athletes named Academic Student – Athlete by the NJCAA. There were 115 student-athletes for the fall semester and 101 student athletes for the spring semester that obtained a 3.0 GPA.

Athletic Achievement: There were 7 of the 8 sports that qualified and competed in the Region I Playoffs. There were 4 of the 8 sports that qualified for the NJCAA National Tournament. The sports that earned Region I Championship Titles included softball, men’s basketball and women’s basketball. The sports that finished as Region I Runners-up included men’s soccer and baseball. The sport that qualified for the Region I Semifinals included women’s soccer.

Holistic Development of the Student-Athlete: Women’s Basketball earned the Sportsmanship Award at the NJCAA National Championship. Student – Athlete Brandon Brown was named the NJCAA Division II & ACCAC Men’s Basketball Player of the Year. The department hosted numerous charity games raising over $3,100 for various charities, as well as developed a new partnership with Big Brothers/Big Sisters of the Valley. PC Athletics streamed 103 games this year on Volar.

Department Goals

Goal: Increase/Maintain the number of All-Academic Teams from 2013-2014
Objective: Have 4-6 teams obtain a 3.0 team cumulative grade point average or higher
Accomplishments:
1. Had 6 PC Teams recognized as All-Academic by the NJCAA: baseball, volleyball, women’s basketball, men’s basketball, women’s soccer and softball

Goal: Increase/Maintain the number of NJCAA Academic Students from 2013-2014
Objective: Recognize as many student-athletes with a 3.6 CUM GPA as possible (7-15 per year)
Accomplishments:
1. Had 10 student-athletes honored as NJCAA Academic Student

Goal: Have 70-100 student-athletes obtain a 3.0 or higher each semester
Objective: Encourage above average performance in the classroom each semester
Accomplishments:
1. During Fall 2014: 115 Student-athletes obtained a 3.0
2. During Spring 2015: 101 Student-athletes obtained a 3.0

Goal: Have PC as a competitive presence in the ACCAC/Region I, WSFL
Objective: Have every team reach Region I playoffs and have football be competitive with other MCCCD schools that offer football
Accomplishments:
1. Had 7 teams qualify for Region I playoffs and had 3 teams win the Region I Championship with 2 teams as Runner-up in Region I and 1 team as Region I semi-finalist
2. Hired new football coach in effort to increase competitiveness in program

Goal: Increase visibility of the Phoenix College Athletics
Objective: Stream all home games and play-off games on ihigh.com/volar if possible and stream as many away games as feasible
Accomplishments:
1. PC streamed 103 athletic events, increasing by 31 events from 2013-2014
Future Goals

**Goal:** Have 4-6 teams obtain a 3.0 team cumulative grade point average or higher  
**Objective:** Continued emphasis on academic success

**Goal:** Recognize as many student-athletes with a 3.6 CUM GPA as possible (7-15 per year)  
**Objective:** Continued emphasis on academic success

**Goal:** Have 70-100 student-athletes obtain a 3.0 or higher each semester  
**Objective:** Continued emphasis on academic success

**Goal:** Increase visibility of Phoenix College Athletics  
**Objective:** Continued streaming of PC Athletic Events with the addition of advertising on our streams via iHigh.com

**Goal:** Increase development of PC Athletics  
**Objective:** Raise $50,000-75,000 of new funds

**Goal:** Continue community service/donation efforts  
**Objective:** Increase partnership with Big Brothers/Big Sisters (BB/BS) of the Valley by sponsoring one event per sport to host a “BB/BS night” and sponsor a charity event on campus
DEPARTMENT: BUSINESS SERVICES
2014-2015 GOALS AND ACCOMPLISHMENTS

Overview
The Business Services department includes budget, fiscal services, cashier and student financial services, campus bookstore, copy center, cafeteria, and coffee shop. We provide education and support to employees regarding the college and department budget, purchasing, contract management, travel, college financial systems, fiscal matters, and student financial accounts and collections.

We are a department of knowledgeable and caring professionals who are resourceful, collaborative, and supportive in facilitating the principles and benefits of good financial stewardship and accountability of the institution’s financial resources. We take personal ownership in finding answers to questions and solutions to problems. We provide leadership in developing and implementing policies, practices and procedures that will enhance the efficiency and effectiveness of business operations.

Business Services is dedicated to supporting the college mission and goals. We aim to be recognized as an outstanding department by the campus community as they utilize our services with confidence and trust our ability to assist them in a timely manner.

Summary
Business Services met with numerous department chairs, directors, VPs, Deans, secretaries, club advisors and faculty to assist, train, or answer questions regarding budget and fiscal matters. Fiscal office personnel collaborated with many college employees to identify, select, and acquire quality goods and services at competitive prices. All Business Services’ employees rotated attendance at various presentations such as the Financial Management System (FMS) webinars, Money Network webinars, PS 9.0 training sessions, the Student Success Conference, and Maricopa Priorities forums. Sheila Chavez completed the WLG mentor program. Carrie Armsby served as the chair for the Nelnet Quad-Chair Committee, as the Program Lead for the SSE Student Financials Standardization project, and serves on the district-wide CS9 team for the SIS 9.0 Phase 2 planning and implementation. Business Services’ employees spent the year serving on the financial and student systems design and implementation committees. Jason Snyder and Lisa Martineau served on the FMS Implementation Committee (Purchasing, Expenses, Travel & A/P) - assisted in writing test scripts, testing and providing useful information and feedback. Angela Genna served on the Hyperion/Budget Development System Design and Implementation Committee.

Fraudulent activity, and the debt resulting from the fraud, has decreased substantially due to the district-wide implementation of Identification Authentication and Prior Education verification. The college has successfully recouped student debt in the amount of $246,947 through collection efforts with Arizona Department of Revenue and various other collection agencies.

In November, the college made the switch from refund vendor Citi Prepaid Services to Blackboard/Money Network. Training for the office staff on the new Money Network websites was completed. The websites are necessary for student enrollment to an electronic refund method, and to research/analyze refund activity. In February, the college successfully transitioned to SIS PS 9.0. In May, PC created an additional merchant account that will be used for credit card processing at campus events. Chase Paymentech training will begin in June with Athletic staff, and will continue to various departments. This new functionality is PCI compliant and will provide the ability for event leaders to collect payments by credit card.

This summer, Business Services collaborated with Chartwells to bring a variety of Food Trucks on campus. The Food Trucks offered both breakfast and lunch options to the community, faculty, staff, and students.

Phoenix College students saved $390,289 by renting textbooks at the campus bookstore instead of buying new books and received $72,246 by selling their books back to the bookstore this year. There was $1000 in bookstore credit that was donated to Recruitment and Retention as door prizes at the new student orientation - 15 student winners. There was $732 in bookstore credits (for books only) that was donated to the Maricopa Colleges Faculty Foundation for the benefit of PC students in need of “emergency” books - 5 students awarded.
Department Goals

Goal: To train students on the resources available through My.Maricopa.Edu

Objective: To make students aware of the information available in their Student Center such as due dates, account balances, refund deadlines, and important communications posted in their Message Center

Accomplishments:
1. The Cashiers Office staff regularly directs the student to the appropriate areas of their Student Center to demonstrate how and where information can be found; however, the success of this training is difficult to measure, as we continually intake new students to the college
2. Development is under way to upgrade to the Nelnet Enterprise platform, this upgrade will result in real-time posting of student payment plan down payments and e-check payments that are reflected in the Student Center (SC) which should increase traffic to the SC as students confirm their payments have been successfully applied

Goal: To create a report that identifies students with an increase in their student balance after being paid in full

Objective: To send balance notification immediately to students as soon as an increase in balance occurs, notices are currently sent to their Student Center, but the adjustments are usually made because the student is no longer attending classes and it is unlikely that a student withdrawn from classes will access his/her Student Center

Accomplishments:
1. SIS 9.0 Phase 2 Quick Wins includes invoicing options that are currently being developed, the goal is to notify any student immediately when there is a change in their account balance

Future Goals

Goal: To provide effective, timely, and friendly communication to the campus community regarding the new Financial Management System (FMS)

Objective: To keep the campus community updated on fiscal matters and minimize purchasing delays

Goal: Continue development of reports, invoicing, and communication methods that will effectively and efficiently notify students that owe a balance

Objective: To minimize college debt by increasing timely notification and collection of unpaid balances

Goal: To provide effective training to the campus community on the new Financial Management System

Objective: To provide the necessary training and tools needed to maintain well trained and highly effective FMS users
DEPARTMENT: **EMPLOYEE SERVICES**  
**2014-2015 GOALS AND ACCOMPLISHMENTS**

**Overview**  
The Employee Services department provides knowledge, counsel and services to attract, develop and retain a talented and diverse workforce at Phoenix College. We assist the college employees with all of their human resources needs, while creating and nourishing collaborative relationships.

**Summary**  
Employee Services has increased their visibility and credibility across the campus during this fiscal year by assisting the campus community with the human resource functions, such as collaboration with hiring committees, working with supervisors on performance management, employee relations issues and working with employees regarding questions, concerns or issues relating to instructional and staff pay. The department has an ongoing focus on process and procedure development, team building and cross training.

During this fiscal year, Employee Services has provided services to our internal and external customers as follows:

<table>
<thead>
<tr>
<th>Services</th>
<th>Total (thru June 11, 2015)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Inquiries (Email/In Person/Telephonic)</td>
<td>106,806</td>
</tr>
<tr>
<td>Job Hire Documents Processed</td>
<td>6,166</td>
</tr>
<tr>
<td>Job Hire Documents Created</td>
<td>931</td>
</tr>
<tr>
<td>I-9s and E-Verify Processed</td>
<td>344</td>
</tr>
<tr>
<td>Temporary New Hire Paperwork Completed</td>
<td>436</td>
</tr>
<tr>
<td>Employee Relations Meetings</td>
<td>123</td>
</tr>
<tr>
<td>Trainings</td>
<td>23</td>
</tr>
<tr>
<td>Classified Positions Filled</td>
<td>60*</td>
</tr>
</tbody>
</table>

*We have an additional 21 positions, which will be filled prior to the beginning of 2015-2016 academic year

All services were completed within the department’s acceptable service level despite being down one full-time employee from September 2014. The department still leads the District in time to fill our classified positions (44 days). This figure is only slightly more days than what we accomplished last fiscal year (42 days).

Working with the Career Services Center, Employee Services was able to provide employees affected by the closing of the Family Care Center on the Phoenix College campus with extensive assistance during the transition period.

Employee Services implemented a pilot program called the PC Buddy to increase the new employee experience. The elements of the program were simply an existing employee (who either interacted on a frequent basis or did similar work), were teamed with a new employee to serve as a resource. They were introduced at a lunch at Café Oso. While all indicated the experience was a good one, there needs to be more structure for the program to be an effective and sustainable tool for the onboarding process.

Employee Services was the lead in ensuring the departments within the College adhered to the District and College ACA compliance regulations. Employee Services provided training in both the Fall and Spring semesters to aid supervisors and their secretaries and provide them with the tools to ensure temporary workers were not over the allowable limits. During the Fall Semester, the number of violations was 98. In the Spring Semester, we saw a significant decrease with total violations being 34. Below is a chart showing the distribution of violations for the College (data is through pay period ending June 5, 2015).
Department Goals

Goal: Recruit, hire, and retain diverse, exceptional talent in support of learning-centered programs

Objective: To institute a hiring process that reflects a shared vision for a learning-centered college

Accomplishments:
1. Provided knowledge and counsel to each hiring manager search plan and recruitment process to ensure recruiting for exceptional talent
2. Maintained a low time to fill positions

Goal: Establish a robust Staff Employee Development Program

Objective: To provide an environment where employees can grow to their fullest potential while meeting the succession needs of Phoenix College

Accomplishments:
1. Conducted two New Employee Orientations (NEO) this fiscal year, each session included information regarding the completion agenda, retention plan and learning college activities
2. Increased the engagement in each NEO (PC Amazing Race and PC Bingo)
3. Established dates for NEO for next fiscal year to ensure all employees can attend
4. Began working on onboarding for new employees

Goal: Accurate I-9

Objective: To ensure Phoenix College is in compliance

Accomplishments:
1. Ensured that all classified employees are I-9 agents and have completed all current training requirements
2. All I-9 agents have attended multiple trainings to ensure Phoenix College is in compliance

Goal: Document all processes and procedures within the department and cross-train between employees

Objective: To ensure the functionality of the department when staff is out

Accomplishments:
1. Cross-training between employees responsible for payroll and recruitment
2. Training RPS workers to assist in both the payroll and recruitment process in those areas that are appropriate for their level of accountability
3. Employees completed all required training as well trainings that would assist in their individual professional development
4. Refined process documents for the critical areas in recruitment and payroll

Goal: Process timely and accurate payroll

Objective: To ensure Phoenix College is compliant with all federal and state laws and regulations

Accomplishments:
1. Trained all employees who created job hire documents on the ACA guidelines and tools available to ensure Phoenix College is in compliance
2. Conducted a review of the nursing pay for the spring semester
3. Continued to build relationships with the district staff

Future Goals

Goal: Reorganize the department

Objective: Improve the efficiency of the department and allow the department to take the lead in developing an Employee Development Program for Phoenix College

Goal: Establish a robust Staff Employee Development Program.

Objective: To provide an environment where employees can grow to their fullest potential while meeting the succession needs of Phoenix College
DEPARTMENT: INFORMATION TECHNOLOGY
2014-2015 GOALS AND ACCOMPLISHMENTS

Overview
The Information Technology (IT) department strives to be the premier provider of exceptional, affordable, effective, sustainable technology by supporting engaging educational experiences and administrative efficiency through innovation and by ensuring customers receive outstanding, concierge-level service from the most responsive, dedicated and skilled team in higher education.

Summary
In order to better serve students, faculty and staff, the PC IT team improved customer service, enhanced the college’s infrastructure, supported many important college initiatives and projects, and developed our staff. Highlights include winning the district-wide Innovation of the Year award for building and deploying a new mobile app to help PC students; designing and deploying an impressive array of state-of-the-art technology in the newly remodeled Bullitt Auditorium; designing, building and upgrading various computer classrooms for the college; designing and implementing a next-generation unified communications platform involving more than 600 Voice-Over-IP Phones; deploying a brand new help desk system; and the population and configuration of the college’s secondary data center, all while saving the college hundreds of thousands of dollars and maintaining the highest levels of customer service.

Department Goals
  Goal: Improve customer service
  Objective: Implement equipment, process and procedures to improve service
  Accomplishments:
  1. Developed and implemented a new mobile app, which won Innovation of the Year for MCCC, the app provides students with personalized class schedules, a list of required books, cumulative and term grades, interactive campus maps, printing balances and more to promote student success
  2. Scored above the national average for other AA institutions in every service category, based on industry-standard metrics now being tracked at PC

<table>
<thead>
<tr>
<th></th>
<th>Courtesy</th>
<th>Technical Skill</th>
<th>Timeliness</th>
<th>Quality</th>
<th>Overall Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phoenix College IT</td>
<td>4.84 / 96.8%</td>
<td>4.84 / 96.8%</td>
<td>4.86 / 97.2%</td>
<td>4.87 / 97.4%</td>
<td>4.89 / 97.8%</td>
</tr>
<tr>
<td>Other AA institutions</td>
<td>4.65 / 93.0%</td>
<td>4.47 / 89.4%</td>
<td>4.29 / 85.8%</td>
<td>4.37 / 87.4%</td>
<td>4.43 / 88.6%</td>
</tr>
</tbody>
</table>

  3. The Help Desk handled over 6,000 customer support cases, addressed more than 3,000 customer emails, averaged 220 phone calls per week, fielded 13 requests per day from classroom instructor stations, erased more than 400 hard drives in a secure manner and created almost 900 employee badges
  4. The Desktop Support team resolved nearly 2,400 customer support cases, helped build three computer classrooms and deployed more than 450 new computers in support of the college’s technology plan
  5. The Media team supported well over 300 college events, handled more than 500 customer support cases, upgraded 75 classrooms with high definition interactive touch monitors, built or upgraded the technology in six classrooms, redesigned & implemented completely new technology in the Bulpitt Auditorium and deployed upgraded equipment in Café Oso, Hoy Field & the President’s Office
  6. The Operations team completed more than 2,000 customer support cases, replaced the entire communications infrastructure for the college by implementing a new state-of-the-art unified communications platform, expanded the capability of our secondary data center, managed multiple projects and wrote an award winning mobile app for students
  7. Provided support for faculty and staff at PC via the Help Desk and continues to be one of the few services in Maricopa that continues to be available 24 hours a day/7 days a week/365 days a year to better serve students and staff
  8. Compiled, developed and delivered various technical training materials for Help Desk Analysts, Cisco Phones, Office 365 and Adobe Creative Cloud
  9. Designed and opened a more customer-friendly help desk space as a part of the D-building remodel (due to extensive flooding) with no disruption or degradation of services
Goal: Support College Initiatives

Objective: Provide equipment, consulting and technology support for college goals/projects

Accomplishments:

1. Created a free, live video stream of PC’s commencement ceremony on the web, which hosted over 440 online visitors, a graduation video was also made available as a free download from the website

2. Refreshed/upgraded important technology in the following spaces:
   a. All faculty & staff offices (deployed 600+ telephones & voicemail boxes)
   b. One-third of classroom instructor stations (installed 75 larger, HD interactive displays)
   c. Bulpitt Auditorium (added new sound and lighting capabilities)
   d. B Building (3 classrooms built from scratch)
   e. E-building (3 classrooms upgraded)
   f. Café Oso (audio and presentation technology)
   g. Hoy Field (audio)
   h. President’s office (added display & conference capability)

3. Designed, installed and configured a considerable amount of technology in:
   a. The new Allied Health & Dental building by managing the technology components of the project which includes 21 classrooms, 4 conference rooms, 24 complex dental operatories, relocation of 29 full & part time faculty and staff, the setup of 7 instructor desks, an adjunct faculty work room and the expansion of the wired & wireless network at a remote location
   b. The Bulpitt Auditorium by adding two new video walls on each side of the stage, installing a new 324 x 182-inch center screen, upgraded projector, upgraded lighting and moving the sound system to a newer digital format as well as upgrading the video production capability with remote control cameras
   c. The new Learning Commons by relocating staff and equipment

4. Updated and provided services via the network and server infrastructure including:
   a. Enabling over 525,000 logons to campus computers, expanding & migrating systems into our new data center with generator back-up and migrating to two new data storage arrays
   b. Repurposing a Dell SAN for Disaster Recovery which included cost savings over $100,000
   c. Configuring and installing Cisco VoIP and the Unity Connection voice mail solution
   d. Increasing the capacity of an instructional server to expand offerings of free Math education options through Massively Open Online Courses (MOOCs)

5. Filmed, edited, and produced numerous videos for the college including:
   a. The 2015 Commencement Video, Nursing Pinning Graduates vignettes and the Athletics video of Strength Coach
   b. Capturing and editing videos for district SSL – MEN
   c. Creating the Auditorium “show reminders video” announcements

6. Expanded the college-wide digital signage system by upgrading
   a. The digital signage players
   b. The format of signage content (dual windows, TV signals inside CoolSign)
   c. All signage to handle emergency messaging/live video content
Goal: Demonstrate Responsible Stewardship
Objective: Implement processes and support technologies that promote good stewardship and improve sustainability

**Accomplishments:**
1. Achieved better results with fewer resources, indicating we operate more efficiently than peer institutions nationwide

<table>
<thead>
<tr>
<th></th>
<th>AA Institutions</th>
<th>PC (3 yr. average)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total central IT spending per institutional FTE (students, faculty, and staff)</td>
<td>$564</td>
<td>$341</td>
</tr>
<tr>
<td>Total central IT spending per institutional employee (faculty and staff)</td>
<td>$3,855</td>
<td>$2,508</td>
</tr>
</tbody>
</table>

2. Developed the PC mobile app entirely in-house, saving the college the one time and ongoing costs involved with buying such a solution
3. Operated under budget for the Allied Health and Dental building project, saving the college a projected $600,000
4. Selected a networking contractor who made over $30,000 of capital investments in the Allied Health and Dental construction project at no cost to the college
5. Repurposed old equipment to support the college’s business continuity and disaster recovery policy without incurring any additional costs which saved an estimated $100,000
6. Researched, selected and implemented a free Help Desk ticketing system
7. Eliminated inkjet printers to support power, ink and paper savings from more efficient printing practices

Goal: Develop Staff
Objective: Develop and implement a cross-training plan

**Accomplishments:**
1. Developed and implemented a comprehensive cross training plan for all staff in the department, with no cost to the college
2. Employees in the department have received training in a number of technical areas including Nessus, Nimble, HP, Extron, iTop, ITIL, FEMA and Cisco, A+ with regards to critical business processes such as remote desktop support, problem resolution, knowledge base development and help desk ticket handling

Future Goals

Goal: Continue to support the college’s Strategic Plan
Objective: Respond to assignments from the Strategic Planning Committee

Goal: Continue to improve customer service
Objective: Track customer satisfaction survey results and other metrics now available through the newly implemented Help Desk software and VOIP communications platform

Goal: Replace the existing network infrastructure at PC – including two core switches, 180 edge switches and two firewalls
Objective: Implement a new HP-based network infrastructure and a next generation, Palo Alto firewall for PC
Overview
The Operations Department is made up of Crafts, Custodial, Grounds, Event & Fleet, Receiving & Property Control and Facilities Planning. We perform daily interior/exterior cleaning and care, repairs and construction services for 35 buildings and the exterior 45 acres of exterior space with 19 acres of athletic fields and two off site locations. Our goal is to provide a safe, clean, and attractive environment for our students, staff, and the public. We provide our product through the efforts of Phoenix College employees and contracted services.

Summary
Personnel: Within the past year, we have experienced the retirement of one Groundskeeper and the resignation of one Custodian. Backfill of those positions was through the expansion of our base of contracted services.

Our Dynamic Campus: We are involved with moving Allied Health, Dental and Massage Therapy to the newly completed building. Classes will begin in the fall semester at the new Allied Health Building, approximately five blocks from main campus. We re-carpeted four classrooms at Phoenix College Preparatory Academy located in OSW as well as classrooms on the first floor of A building. The N-Lab building was remodeled to now support Upholstery classes, a new program for our campus. The visitors bleachers at Hogan Field have been repainted, the chain link replaced and the structure has been tuned up for safety.

Our Dynamic Planet: The year was not without its adventures. Overnight on September 9th a major rainstorm passed through, flooding the streets of Phoenix and our Campus. Operations staff forded the streams to pitch in, performing recovery throughout the day and beyond. We started out ahead of the game, monitoring weather, performing advanced planning and verification. Commencement 2015 was another weather milestone. Our usual preparations for the ceremony were modified in anticipation of hard rain during the ceremony. It came down to the wire and at the very end, students and stage dignitaries chose to stay the course and finish the ceremony in a driving rainstorm. We pulled it off and marked the end with fireworks.

Training: Staff members throughout the department participated in training. Through seminars on OSHA, CPR, Welding, Floor Care Demonstrations, Work Order Systems, Mosaic, and Navigating Maricopa we have improved our workplace skills. One of our Custodial Team members spent six months on our campus pursuing a Creative Pathways position as Building Maintenance Technician.

Department Goals
  Goal: Communications
  Objective: Collaboration in outlining Departmental Procedures
  Accomplishments:
  1. Held three rounds of meetings for our Departmental Workplace Expectations with the Custodial team
  2. Prepared to bring the document to our Grounds Team and finalize our formal departmental procedures
  3. Continued bi-monthly meetings with grounds and custodial staff continue to keep open communications with the workforce

  Goal: Process Improvement
  Objective: Improve efficiencies for custodial and grounds care
  Accomplishments:
  1. Designed and refined the Building and Grounds Inspection form
  2. Formalized a deep-cleaning schedule with the collaboration of staff, which resulted in quantifiable goal setting and information sharing
  3. Addition of new machinery, i.e. hot power washer, field aerator
  4. Ratified new vendor contract for regular and as needed custodial and landscaping services
Goal: Worker Safety
Objective: Provide the tools our workforce needs to stay healthy and productive
Accomplishments:
1. Worker and Management education in navigating the new TriageNow system for better management of industrial injuries
2. Establishment of the method and ability of our workers to opt for voluntary Hepatitis B inoculations
3. Forklift training for various employees in Operations and IT

Goal: Provide daily services to campus to make repairs and perform campus upkeep
Objective: The Crafts and M&O Division exists to perform daily routine and demand work orders in order to provide a safe and comfortable environment for teaching, learning and student success
Accomplishments:
1. This division completed 4158 work orders this past year in every discipline across all buildings

Goal: Improve sustainability efforts
Objective: Responsible management of campus resources
Accomplishments:
1. Hosted a very successful Earth Day this year bringing knowledge and awareness to the campus and community with participation by 24 presenters and vendors
2. Began implementation of trash container inserts that encourage “trash less, recycle more”
3. Ongoing conversion of exterior LED lighting to replace incandescent and HID fixtures

Goal: Campus Improvement/Capital Maintenance Projects
Objective: Continuous campus upkeep and improvement
Accomplishments:
1. Installed carpet in 4 classrooms at the Phoenix College Prep Academy, 7 classrooms in the A Building, John Paul Theater, C 102, the Football Coach’s office and the Administration Building
2. Installed VCT (vinyl composition tile) at Hoy Field Press box
3. Installed windscreens at the overflow parking lot and northwest corner of Hogan Field
4. Installed a paint shed at the Operations yard
5. Installed new volleyball pole slots at the North Gym for National Tournament
6. Completed floor refinishing of the North Gym and repaired the Gym floor repairs from swelling
7. Replaced the bumper pad at the Childcare Center
8. Prepared the Rock project at B building entrance and C building north side
9. Installed trellises to the east of the E building for Biology
10. Repaired Soffit at east side of Dalby
11. Replaced major sidewalks throughout campus and the West Gym Lot asphalt
12. Installed sewer line jetting campus wide and repaired the sewer line at Dental
13. Replaced the fire line at the A building sidewalk
14. Repaired and tuned-up the North Gym bleachers
15. Rehabilitated the Phoenix College Monument on Thomas Road
16. Installed new metallic floor box covers for the Dalby Building
17. Replaced an extensive HVAC valve and coil in the Gym building
18. Replaced the HVAC control valve several buildings
19. Revamped the waterproofing below ground at the Hannelly Center and Library
20. Installed Library window architecture painting and bird netting at the Library
21. Restriped the North Parking lot
22. Painted old building exterior of the Library, N Building, B Building, Family Care Center and the Cave
23. Painted and replaced the carpet in Willo Room
24. Restore the epoxy floor in C 102
25. Performed pump alignment for all pumps in Central Plant
26. Performed electrical testing and service of all major campus switch gear
27. Replaced a primary electrical transformers for campus power supply
28. Replaced the HVAC equipment for Fitness Center and B-226
29. Installed a new roof on the Softball Concession building
Goal: Stewardship for college assets

Objective: Quantify and reconcile college property

Accomplishments:
1. Created and publish updated, accurate building maps for accounting and accuracy
2. Maintained a database of all tagged items replaced, re-tagged, sent to surplus, or transferred to another campus to aid in reconciling future inventories
3. Created alternate schedules for IT and Operations surplus drop offs
4. Continued to update and refine locations and incomplete information on hard to tag forms
5. Updated list of inventory locations in CFS and added new locations
6. Updated door tags for inventory

Goal: Facility expansion and improvement

Objective: Plan and construct physical environments conducive to teaching and learning

Accomplishments:
1. Completed the relocation of equipment for Allied Health & Dental Building
2. Completed the renovations and remodel of the historic Bulpitt Auditorium
3. Installed new fan coils in the North Gym
4. Completed the educational specification for renovations to C Building
5. Replaced the Gym Parking Lot
6. Ladder installation at PC Downtown
7. Replaced the chilled water valves, campus wide
8. Replaced the roof for the data center and help desk in the D Building
9. Remodeled the help desk at Building D
10. Installed a new fire suppression system in data center in the D Building
11. Replaced the fire alarm for the B Building
12. Completed the design and specifications for John Paul Theater addition
13. Remodeled the Learning Commons
14. Remodeled B2 computer labs
EVENT & FLEET SERVICES

Overview
The Event & Fleet Services Department serves PC and the community by meeting their facility and event needs and provides fleet services for college business. This department is committed to the continual improvement in the area of customer service for our internal and external customers and partners. Areas of focus include training (both formal and informal), open and responsive communication and improved functionality of 25Live.

Summary
Provided support and management for major events this year including Eric Fischl Lecture, Latina Trailblazers, Commencement, various youth conferences and rental events. Hired the replacement for the retired Facilities Technician who will oversee fleet upkeep & maintenance and health & safety inspections/reports. Provided ongoing training to 25Live schedulers and requesters and supported major systems upgrades.

Department Goals

**Goal:** Successfully implement 25Live and X25 v24 upgrade campus wide
**Objective:** Prepare existing database for major changes in 25Live and X25 implementation

**Accomplishments:**
1. Worked with District Office and PC Lead Scheduler to ensure database contained key information for the switch from District supported servers to the Cloud and provider supported service
2. Ensured all data necessary for X25 space utilization reporting was updated and correct

**Goal:** Notify and train the campus of coming changes to 25Live
**Objective:** Ensure campus personnel are aware of and trained for the upgrades to the 25Live system

**Accomplishments:**
1. Provided formal and informal training on upgraded 25Live system to college schedulers and requesters
2. Create and distribute tips and tricks quick reference materials for the use of the upgraded system

**Goal:** Create a team environment that is inclusive of permanent, temporary and contract service staff working in the Event & Fleet Services Office
**Objective:** Create frequent team building activities and experiences for all staff to establish trust and strong working relationships within the department and increase the level of customer service provided to our customers

**Accomplishments:**
1. Established weekly staff meeting schedule, with each employee reporting on their accomplishments for the past week and goals for the coming week
2. Held celebratory events for holidays and staff/office milestones (i.e. moving to the C building for the summer)
3. Developed detailed accounting system for contract employees

**Goal:** Fleet appearance and performance
**Objective:** Improvements to the appearance and performance of fleet vehicles will enhance the experience and satisfaction level of faculty and staff who use these college resources

**Accomplishments:**
1. Worked with the Director of Operations and the staff to establish needed mechanical and aesthetic repairs and improvements to fleet vehicles
2. Worked with the Operations staff to schedule, deliver and pick up vehicles for service/repair appointments
3. Scheduled vehicle detailing with current fleet wash vendor
4. Performed complete service and repairs to every fleet vehicle bringing them up to standard
5. Vehicle wrapping for Toyota Prius
6. Repainting of Mini Cooper
Future Goals

Goal: New Work Order System
Objective: Select and implement a new computerized work order system to replace the current system which is no longer meeting our needs
  o An RFP was issued by the District and the responses are now available, selection will be completed this summer and a new system implemented by December of this year

Goal: Increased accountability with safety inspections and hazmat management
Objective: A new employee has been hired in the position of Facilities Technician to perform safety inspections on all campus life safety systems, elevators and call boxes, this position will be working with the director to develop procedures and record keeping for accurate and safe disposal of hazardous wastes of all kinds on campus

Goal: New SDS System
Objective: To switch over to a new globally harmonized online SDS system by July 2016 (which is required by Federal Law) with a goal to inventory all materials subject to SDS and assure all the materials are properly labeled

Goal: Training for a new FMS System
Objective: Due to the district converting to a new system of online purchasing system, new travel procedures and new accounting of labor hour tracking, much training will be required to help our workforce utilize these new tools and we will take advantage of the district provided training and add our own training for the extra attention required for those whose work duties don’t normally include proficiency on the computer

Goal: Facilities Improvement
Objective Goals:
  1. John Paul Theater additions and renovations
  2. Opening of Allied Health and Dental
  3. Consultant/contractor selection and design for C Building renovations
  4. Replacement of various roofs on campus buildings
  5. Major HVAC renovation and replacement campus wide
  6. Exterior lighting replacement and conversion to LED campus wide
  7. Parking lot replacement for Observatory lot and garage entrance

Goal: Vehicle Improvement
Objective: Provide to our customers a college fleet that is free of defects, clean, full of fuel and “rental car ready” every time a vehicle is checked out
DEPARTMENT: PUBLIC SAFETY
2014-2015 GOALS AND ACCOMPLISHMENTS

Overview
Public Safety has provided and continues to provide safety and emergency response on the campus. Public Safety at PC continues to support the educational mission of the campus and District by providing professional, community oriented services to ensure a safe and secure campus for our students, faculty, staff and visitors. Public Safety is currently going through transition as we continue to move toward the “One Maricopa” directive, working with district MCCCD-DPS management.

Summary
The department continues working to fill all vacancies in the police officer and RPS Aide positions. One of our officers successfully participated in a competitive promotion process and has been promoted to Commander of Public Safety at SMCC. A position upgrade was requested and approved for a Sergeant position assigned to work evenings to supervise the night Public Safety Staff as well as a supervisory resource to the entire campus. We continue to move forward in providing coverage to the campus with police presence and are working to fill our last vacancy.

The unit continues to attend training to ensure the most up to date techniques and knowledge in many fields, such as: VAWA, Terrorist trends, FEMA courses, Legal updates, Gang Awareness and many others.

The department continues to work with campus departments to conduct and discuss emergency response activities such as Active Threat table top exercises and evacuation drills. We continue to provide campus safety through asset security (building and room lock and unlock requests), parking enforcement, fire alarm and emergency call box systems checks and high visibility throughout campus and our satellite campuses.

We continue to move forward in the staffing of our off-site campuses (Nursing and PCDT) by utilizing a District approved Private Security Company and are working to include the soon to open Allied Health Facility in the same manner.

We continue to provide courtesy services such as battery jumps and cart transport.

Department Goals

Goal: Maintain critical staffing functions to ensure our MCCCD-DPS mission
Objective: Maintain full staffing in all critical positions within Public Safety

Accomplishments:
1. Filled one of two vacant officer positions
2. Completed process to replace the vacant Office Coordinator position and provided training in multiple systems for maximum efficiency and effectiveness
3. Conducted numerous processes to maintain RPS Aide position staffing to ensure adequate campus coverage

Goal: Implementation of a District wide records management system and maintain proficiency
Objective: Maintain proficiency with the new records management system to fulfill all legal requirements of a police department as system changes are made

Accomplishments:
1. Ongoing adjustments, training and assessment
2. Ongoing training for all certified staff
3. Policy developed and training conducted with RPS Aides and officers for incident documentation

Goal: Improve interoperable communications system with community partners
Objective: Meet federal mandate to have a communication system that provides full coverage and local police agency interoperability

Accomplishments:
1. Working with District personnel and vendors on frequency coverage throughout all four of our campuses to improve reception in “dead zones” to include installation of bi-directional antennae
**Goal:** Tracking system of department activities

**Objective:** Determine the amount of activity time and staff involved in Public Safety duties to accurately assess proper management of staff and duties to include available time and scheduling etc.

**Accomplishments:**
1. Worked through Communications Users Group Committee to access activity data through District personnel (see below)
2. Still working to gain campus access to data

---

<table>
<thead>
<tr>
<th>911 HANGUP</th>
<th>119 HANGUP</th>
<th>911 CALL</th>
<th>119 CALL</th>
<th>911 ARREST</th>
<th>119 ARREST</th>
<th>911 BURGLARY</th>
<th>119 BURGLARY</th>
<th>911 THEFT</th>
<th>119 THEFT</th>
<th>911 VANDALISM</th>
<th>119 VANDALISM</th>
<th>911 FAKE CALL</th>
<th>119 FAKE CALL</th>
<th>911 OTHER</th>
<th>119 OTHER</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>August</td>
<td>September</td>
<td>October</td>
<td>November</td>
<td>December</td>
<td>January</td>
<td>February</td>
<td>March</td>
<td>April</td>
<td>May</td>
<td>Calls for FY 2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>5</td>
<td>7</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ABANDONED VEHICLE</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACCIDENT, HIT AND RUN</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACCIDENT, NO INJURIES</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ANIMAL RELATED CALL</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASSAULT</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASSIST OTHER AGENCY</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATTEMPT TO LOCATE</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BURGLARY</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BURGLARY ALARM</td>
<td>9</td>
<td>7</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>38</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CALLBOX, ELEVATOR ALARM</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>14</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHILD ENDANGERMENT</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIVIL PROBLEM</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CONTROLLED SUBSTANCE</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CRIMINAL DAMAGE</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISORDERLY CONDUCT</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOMESTIC DISTURBANCE</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMERGENCY MESSAGE</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACILITIES</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIGHT</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIRE</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIRE ALARM</td>
<td>3</td>
<td>8</td>
<td>19</td>
<td>4</td>
<td>7</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>55</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOUND PROPERTY</td>
<td>1</td>
<td>1</td>
<td>13</td>
<td>17</td>
<td>12</td>
<td>18</td>
<td>5</td>
<td>13</td>
<td>11</td>
<td>10</td>
<td>8</td>
<td>109</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRAUD</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HARASSMENT</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HAZARDOUS SITUATION</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INDECENT EXPOSURE</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JUVENILE PROBLEM</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LIQUOR VIOLATION</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LOST PROPERTY</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MISCELLANEOUS CALLS</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PANIC ALARM</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARKING VIOLATION</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PUBLIC ASSIST</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REQUEST TO LOCK/SECURE A BUILDING/ROOM</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REQUEST TO UNLOCK A BUILDING/ROOM</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SECURITY CHECK</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SHUTTLE/RIDE GIVEN</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SICK/INJURED PERSON</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPECIAL EVENT</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>STUDENT/EMPLOYEE ESCORT/POTENTIAL KNOWN RISK</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUBJECT WITH A WEAPON</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUSPICIOUS ACTIVITY/PERSON/CIRCUMSTANCES</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUSPICIOUS ODOR</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>THEFT</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRESPASSING</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VARIOUS VIOLATIONS (SMOKING, SKATEBOARDING, ETC.)</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WELFARE CHECK</td>
<td>1</td>
<td>3</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Goal:** Develop an accounting/tracking system for citations issued

**Objective:** Determine what violations are the most prevalent, time of day (for manpower distribution), number of fines paid/appealed/sustained or not paid

**Accomplishments:**
1. This goal was not accomplished due to higher priority issues and will be reinstated
Future Goals

Goal: Manage our lost and found property per District General Orders
Objective: Develop a tracking system regarding lost and found property and dispersal of items in a timely manner providing the best outcome for Phoenix College and in compliance with District General Orders

Goal: Develop an accounting/tracking system for citations issued
Objective: Determine what violations are the most prevalent, time of day (for manpower distribution), number of fines paid/appealed/sustained or not paid

Goal: High visibility and interaction of staff
Objective: Support the Educational mission of MCCCD by providing professional, community-oriented services to ensure a safe and secure campus for students, faculty, staff and visitors