

# Public Safety Strategy Map 2013- 2016

## Mission

The mission of the Public Safety Unit is to support the academic mission by ensuring that all members of the community can pursue their goals and ambitions in an atmosphere of safety and security.

## Vision

Building a best-in-class Public Safety Unit in partnership with our students, faculty, staff and strategic private and public partners.

## Values

*Quality, Accountable, Integrity, Commitment, Positive, Safe, Enjoy, Ethics, Proud, Exceed, Safety, Character, Respectful, Professional, Highest, Trust, Teamwork, Protection, Responsive, Devoted, Attitude, Customer, Expectations, Service, Peace, Feeling, Effective, Support, Standard, Community, Honest, Courage, Secure, Leadership, Partnerships, Problem-Solving, Awareness, Open, Civility, Educate, Excellence, Responsibility*

## Our Value to Our Customers

We focus on our customers; seek to understand everything about them and their needs.

Integrity is the foundation of who we are. Integrity helps us build trust and respect with our customers.

We focus on what is important and strive for flawless execution.

**Achieve Operational Excellence**

**Recruit and Retain a Diverse and Talented Staff**

**Enhance Resources**

**Enrich Communication**

## Goals

Prepare for growth  
Focus on the customer  
Implement industry standards  
Seek feedback on our performance

Conduct recruitment planning  
Carry out career development activities  
Perform succession planning  
Inspire and encourage empowerment activities

Manage, improve and smooth the work process flow  
Remove non-value-added steps and waste  
Manage by fact  
Involve and equip staff in the process

Utilize Social Media  
Conduct surveys of customer opinions and attitudes  
Establish liaison with existing campus departments or organizations  
Publicize Unit objectives, community problems and successes

Measuring Performance:

Implement Industry Standards – By June 30, 2013 all (100%) of the written directives that are released by Lexipol – as part of their semi-annual upgrade in response to recent court decisions, legislation and emerging trends affecting law enforcement agencies - will have been appropriately revised and issued to all appropriate employee work groups.

Conduct Recruitment Planning – By June 30, 2013 two (2) vacancies – representing 13% of all staff within the sworn ranks - will have been filled with female candidates.

Involve and equip staff in the process – By June 30, 2013 all FTE employees within the Public Safety Unit will have received Lean Six Sigma training.

Utilize Social Media and Publicize Unit objectives, community problems and successes – By June 30, 2013 the Unit's Community Involvement/Public Affairs Team will increase - by a factor of two - its footprint within the social media arena as it populates Twitter feeds for the Transportation & Parking and Environmental Health & Safety work groups.