



# COVID-19 RAPID RESPONSE CALL

## THURSDAY, APRIL 16, 2020

### PANELISTS

- Bryan Millard—Director of Public Safety and Chief of Police, Cuesta College (California)
- Michael McGinn—Assistant Operations Manager, Fordham University Department of Public Safety (New York City)
- Michael Murphy—Assistant Director of Security, Rockefeller University (New York City)

### Emergency Management and Operations

- The campuses are involved in a variety of emergency operations centers (EOC), from campus-wide to regional, county, and city.
- In New York City, all campuses are represented on the mayor's EOC by a representative from one IHE who relays information to/ from the EOC.
- Fordham University's Emergency Management Team meets virtually at least once a day. The university's executive team is in constant communication, and the Department of Public Safety (DPS) command staff talks daily.
- Rockefeller University, being a biomedical research university, has conducted pandemic tabletop exercises in previous years, which has prepared the Security Department (RUSD) for what to expect. Still, the RUSD has been able to identify opportunities to enhance their operations and plans.

### Collaborating with Local Law Enforcement

- Because Fordham University campus is closed, crime on and around the campus has decreased, and so have interactions between the Department of Public Safety and NYPD.
- Cuesta College provided surplus N95 masks to San Luis Obispo County Sheriff, which was a rewarding experience for the CCPD. The Sheriff's Office patrols the campus at night and helps with answering calls and dispatching functions.
- Rockefeller University provided PPE to NYPD, as well as extra meals the university orders every day for campus personnel. Additionally, the university provided NYPD medical information about the virus and precautions. Soon, the university will start testing NYPD and New York Fire Department personnel.



## Lost Revenue

- Some campus public safety agencies rely upon revenue from parking fees to support their budgets.
- The closing of campuses has reduced daily parking revenue and led to refunding of parking registration fees.
- Cuesta College absolved students from parking citations. When lost revenue and refunds, Public Safety could lose 35 percent of its budget.

## Managing and Supporting Staff

- Administrators are meeting with staff frequently and in different ways, from Zoom meetings with staff on leave to more infrequent check-ins.
- Administrators and managers are working evening and night shifts and engaging with officers on those shifts more. This has provided the opportunity to identify problems that need to be resolved.
- Rockefeller University is paying officers double-time during the pandemic. Managers must monitor officer workload and health to ensure that the additional compensation does not incentivize officers to work when they should not.
- While Rockefeller University and Cuesta College have sufficient, indeed surplus, PPE, Fordham University did not have enough.
- Chief Millard can't provide extra pay but is providing support to officers in other ways, such as allowing officers to grow beards.

## Unexpected Challenges and Lessons Learned

- Because RUSD is playing a larger role in screening individuals coming onto the campus, it has discovered that many employees have lost or misplaced identification badges.
- RUSD has gained a better appreciation of the many vendors that provide services to the university, and the need to develop and maintain lists of key vendor personnel and their contact information.
- Both Cuesta College PD and Fordham University DPS discussed how the absence of students and staff on their campuses has led to a temporary change in their mission from providing a safe campus for people to one of securing and guarding facilities. This has created a challenge in keeping staff motivated and focused because they miss the interaction with people.
- Fordham University DPS will begin preparations for ensuring that stockpiles of PPE are adequate for future challenges.
- Managing the public safety and larger campus emergency management responses has identified shortfalls in existing plans, particularly around events that were never anticipated. These lessons will be critical to updating plans.