

CITY OF SANTA BARBARA AND SANTA BARBARA CITY COLLEGE

AGENDA REPORT

AGENDA DATE: June 15, 2016

TO: Mayor and Councilmembers
SBCC Board of Trustees

FROM: City of Santa Barbara Community Development and Police Departments, and Santa Barbara City College Business Services and Student Services Departments

SUBJECT: Status Report On Implementation Of Recommendations Of The Santa Barbara City College Neighborhood Task Force

RECOMMENDATION: That City Council and Board of Trustees:

- A. Receive and file the Status Report on Implementation of Recommendations of the Santa Barbara City College Neighborhood Task Force; and
- B. Direct staff to continue work and provide another status report in Winter 2017.

EXECUTIVE SUMMARY:

In response to expressed community need, the Santa Barbara City College (SBCC) Board of Trustees established a Neighborhood Improvement Task Force to identify and institute long-term and sustainable strategies to address issues stemming from the rise in inappropriate student behaviors, with the goal of promoting civility, neighborhood well-being, community responsibility, and good citizenship. Meetings were facilitated by Daniel Iacofano of MIG, Inc., and representatives to the task force included community members, City Council members, SBCC Board of Trustees members, and City and SBCC staff. Resulting from the task force effort was a summary report that included a comprehensive list of recommendations. This report is provided as Attachment 1.

On March 2 and October 12, 2015, joint meetings of the SBCC Board of Trustees and City Council were held, the summary report was presented, and direction was given to staff to implement a number of recommendations that were deemed most appropriate. In addition, direction was given to staff to report back to the Board and Council on implementation efforts. Significant effort has been given to implementation, with most recent focus being given to amending the City's Noise Ordinance, establishing administrative fines for Noise Ordinance violations, and deploying the Student Neighborhood Assistance Program (SNAP). All action items that are now in progress or implemented are identified in the balance of this report.

DISCUSSION:

Since March 2015, an implementation committee of City and SBCC staff and community members has been working on a number of implementation measures identified in the task force's report. These measures include the following: noise abatement, neighborhood quality of life, traffic and transportation, and the SBCC Student Code of Conduct. The following updates are presented in the same order that they appear in the Neighborhood Task Force Recommendations Report.

Noise Abatement (N)

Recommendation N1: Adapt the Cal Poly San Luis Obispo noise abatement ordinance model or a model acceptable to the City Attorney. Careful attention must be paid to the details of program design, implementation, and enforcement, given that the ordinance will apply to the City as a whole.

Status: Implemented

Generally, this ordinance creates an administrative citation for noise disturbances that are plainly audible at a distance of 50 feet. Noise disturbance is defined as amplified sound or musical instruments performed after 10 p.m. or animal noises that create a nuisance. The fine for the administrative citation escalates for recurring violations over a nine-month period from \$350 to \$1,000.

Following the preparation of a draft ordinance by the City Attorney's Office and City staff review, community engagement began last August, and the ordinance was adopted by the City Council on February 9, 2016.

According to San Luis Obispo City staff, the imposition of fines on property owners who allow disruptive events has been an equally useful tool. Along with this is a model lease amendment that imposes tenant rules of conduct and good-neighbor policies. Model lease amendment language has been shared by the Santa Barbara Rental Property Association, and follow-up meetings with the Task Force Implementation Committee will occur over the next six months.

Recommendation N2: Implement a Student Neighborhood Assistance Program (SNAP) following the Cal Poly-SLO model. Hire students to work in the program.

Status: In progress

SNAP officers would serve as a liaison between law enforcement and the student community. Their purpose would be to issue warnings in response to noise complaint calls, reducing response time and demand for police officers. Police officers would be dispatched to issue citations if the SNAP officer was not effective. SNAP has been implemented in San Luis Obispo for the past several years and has been effective at reducing approximately 30% of noise-related calls for service to the Police Department.

As also envisioned in Santa Barbara, the SNAP in San Luis Obispo is funded by fees collected from noise and parking citations.

While recruiting and training challenges as well as other high-priority issues at the Santa Barbara Police Department have led to delay, SNAP implementation is expected to occur during SBCC's Fall 2016 semester.

As previously reported, last May, committee members accompanied San Luis Obispo SNAP and Police Department personnel on ride-alongs, and SBCC staff has been conducting occasional neighborhood walk-throughs in order to increase the visible presence of the College in the community.

Along with a recommendation to begin SNAP deployment as a pilot program in the neighborhoods adjacent to SBCC and in areas of large SBCC student residential population, \$100,000 in seed money has been committed by the SBCC Foundation. Over the next six months, SBCC and City staffs will be ironing out details for the receipt of this gift.

Neighborhood Quality of Life (Q)

Recommendation Q1: Enforce existing ordinances to address the neighborhood quality-of-life issues identified above (e.g., noise, public drinking and intoxication, trash cans, parking on lawns, etc.).

Status: Implemented/Ongoing

The Police Department continues to enforce existing ordinances at SBCC and in surrounding neighborhoods. During the last six-month review period, SBCC provided office space and parking for the Police Department to open a Community Policing Office on campus, located in the Administration Building. The Police Department's Beat Coordinator Unit maintains office hours there twice a week, and the facility is also available for other officers to use day or night. The purpose of the office is to increase police presence on campus and to provide more opportunities for students and neighbors to interact face-to-face with Police Department staff to discuss issues of concern. In the future, it is anticipated that another use of the location will be to plan meetings with neighborhood representatives in order to give them a voice in determining enforcement and neighborhood improvement priorities.

Recommendation Q2: Build and strengthen relationships between students and long-term residents.

- *Ensure that students understand the importance of the code of conduct, thereby promoting positive relations with neighborhood residents surrounding the campus and ensuring healthy relationships among fellow students; define civil behavior and set clear expectations for student behavior; ensure that first-year students "get the message."*

Status: In progress

The Associate Dean of Student Affairs is taking the lead on this, and it is anticipated that implementation will be achieved by Fall 2016. The mandatory student orientation program has been re-designed to place greater emphasis on the issues of civility and respect for campus neighbors and incorporates these issues and topics in other classes.

- *Encourage students to meet their neighbors and develop positive relationships.*
Status: Implemented/Ongoing

The Associate Dean of Student Affairs is taking the lead on this effort and is working with Student Life, Athletics, and the campus clubs to perform neighborhood outreach.

- *Organize clean-up days with student volunteers; provide course credit for student participants wanting to fulfill service-learning objectives; consider performing a complete “sweep” of neighborhoods at least once per year.*
Status: In progress

The Associate Dean of Student Affairs and Student Senate organized student/neighborhood outreach events, including the United Way Day of Caring event on September 19, 2015, during which students and faculty picked up trash in the neighborhoods adjacent to the school, and a follow-up neighborhood clean-up in May. In addition, City and SBCC staff will be coordinating during “move-out” weeks to provide adequate waste/recycling containers to accommodate unwanted items in target neighborhoods.

- *Seek involvement of the Student Senate and student clubs in a search for solutions.*
- *Organize social events (e.g., BBQs, block parties, etc.) involving neighbors and students.*
Status: Implemented/Ongoing

SBCC Administrators continue to work with the Student Senate engaging in dialogue as to how students can curtail inappropriate behavior and better integrate with and contribute to the community. As noted above, recent examples of this include student participation in the United Way Day of Caring event on September 19, 2015, during which students and faculty picked up trash in the neighborhoods adjacent to the school, and a follow-up neighborhood clean-up in May. In addition, the Student Senate and Administration planned and executed the first “Good Neighbor BBQ” on April 16, for the Mesa neighborhood. A Good Neighbor BBQ is also planned for the Fall for both the Mesa and the West Side neighborhoods.

- *Conduct neighborhood walk-throughs (announced and unannounced) involving campus neighbors, students, faculty, staff, etc.*
Status: Implemented/Ongoing

SBCC staff now conducts neighborhood walk-throughs as described above in order to communicate the school's active involvement in the community.

- *Involve other schools (i.e., EF, ELS, Kaplan) that have students living in the surrounding neighborhoods.*
Status: Implemented

With the hope of a collaborative effort, the Vice President of Business Services has provided SBCC's Honor Code and Student Code of Conduct to the above-mentioned schools. With the exception of Kaplan, there is no interest from other schools in collaborating with SBCC on any level. The private language schools offer language-intensive classes with a short duration that do not coincide with SBCC scheduling of classes. The private language schools are in no way affiliated with SBCC.

Traffic and Transportation (T)

Recommendation T1: Study the feasibility of establishing traffic calming devices in neighborhoods surrounding the campus.

- *Engage City Traffic Engineer to determine the potential application of traffic calming measures such as speed bumps, enhanced street lighting, stop signs, etc.*
Status: In progress

Currently, the City's Traffic Calming Program is being held in abeyance as there are insufficient funds for streets infrastructure.

The aforementioned notwithstanding, last June a site visit and preliminary speed survey was conducted on Oceano Avenue to determine if formal traffic calming thresholds were met and to justify the installation of traffic calming infrastructure. As a result, the City Traffic Engineer determined that all thresholds were met, except vehicle speeds. However, the SBCC school year had ended just prior to the speed survey, and there was a significant decrease in student population on Oceano Avenue. An agreement was reached to conduct the speed survey in the Fall 2015 semester, and results of that survey continued to show that vehicle speeds were not sufficient to justify, under City policy, the installation of traffic calming devices. Neighborhood representatives may approach staff on this in the future and explore self-funding the traffic calming infrastructure.

Streetlight installation is complete and is discussed below.

- *Conduct neighborhood meetings to test ideas and obtain feedback on priorities and preferences.*
Status: In progress

As described in this report, instead of conducting meetings, neighborhood petitions have been circulated in support of streetlight and traffic calming measures. These steps are consistent with the priorities and direction provided to staff in March 2015.

- *Ensure safety for all modes of travel, including automobiles, pedestrians, bicyclists, skateboarders, etc.*
Status: In progress

As described under Recommendation Q1 above, SBPD now has office space on campus, and officers can enforce applicable laws, including the Vehicle Code. In addition, SBCC staff is now working on a proposed policy that would authorize Campus Security to issue citations for infractions of the Vehicle Code. Additional information is provided under Recommendation C1 below.

- *Develop a traffic calming action plan with solutions that are considered technically feasible and acceptable to the surrounding neighbors.*

This is addressed at the first bullet under T1 above.

- *Hold more classes on Fridays and Saturdays to reduce the peak congestion, which occurs on Mondays through Thursdays, thereby reducing the incentive for Thursday night parties.*
Status: Implemented/Ongoing

In 2015-16, the College experienced a 7% reduction in enrollment and is currently projecting another significant reduction in enrollment for Summer and Fall 2016.

- *Upgrade lighting throughout SBCC's surrounding neighborhoods, especially on Coronel Place and Oceano Avenue.*
Status: In progress

In August 2015, four new streetlights were installed on Oceano Avenue by Southern California Edison. This was preceded by the submission of a neighborhood petition that was distributed by community members on the committee. While staff conducted a field meeting in January 2016 with one Task Force member who resides on Coronel Place, work remains to build broader neighborhood support and input. Staff effort will focus on this over the next review period.

- *Address pedestrian safety issues at Loma Alta Drive and Oceano Avenue, and all neighborhood streets; ban skateboards on Oceano Avenue if feasible.*
Status: In progress

Since the last joint meeting, City and SBCC staff have collaborated on pedestrian safety issues along Loma Alta Drive and Oceano Avenue. This effort will continue concurrently with SBCC's long-term development planning.

As previously reported, City staff does not believe a skateboard ban on Oceano Avenue is necessary for public safety. However, under the amended Noise Ordinance, constant, repetitive noise may be subject to enforcement action, depending upon the circumstances. Neighborhood representatives to the implementation committee believe that safety and noise concerns with skateboarding will be improved only when on-campus enforcement is stepped up. Therefore, they continue to stress that enforcement is critical.

- *Address traffic issues associated with the entryways to SBCC's East and West campus.*
Status: In progress

While actual construction remains years away, long-term development planning is underway, and SBCC and City staff are actively discussing entryway improvements along Cliff Drive.

SBCC Student Code of Conduct (C)

Recommendation C1: Enforce the code of conduct to guide student behavior.

- *Re-design the mandatory student orientation program to place greater emphasis on the issues of civility and respect for campus neighbors; incorporate these issues and topics in other classes.*
Status: In progress

The College has hired a consultant to guide and assist on this effort, and it will be implemented with the Fall 2016 orientation process. The mandatory first-semester orientation and subsequent second-semester orientation include a section dedicated to Santa Barbara City College (SBCC) Student Responsibilities (Standards of Student Conduct) and Honor Code, which emphasizes a framework of trust, respect, integrity, and honor within the academic and community promise. Students are made aware prior to enrolling that they are responsible for their conduct at all times and will be subject to disciplinary action for behavior that discredits themselves or SBCC.

- *Ensure that students know that there are consequences for their failure to adhere to the code of conduct.*
Status: Implemented/Ongoing

Students are made aware during SBCC's mandatory orientation and prior to registering for SBCC classes that the college is firmly committed to principles of honor, integrity, mutual respect, and responsible citizenship. Students also understand that they are responsible for their conduct on or off campus and are subject to disciplinary action for behavior that discredits themselves or SBCC. The Dean of Student Affairs is responsible for enforcing the Standards of Student Conduct and adjudicating on- and off-campus violations.

- *Provide a reliable means for enforcing the code of conduct.*
Status: Implemented/Ongoing

The Dean of Student Affairs will work with SBPD, Santa Barbara Sheriff's Office, and Campus Security to ensure that on- or off-campus violations are adjudicated in a timely manner.

- *Ensure that SBCC takes a leadership role on all these issues.*
Status: Implemented/Ongoing

The Dean of Student Affairs is responsible for enforcing the Standards of Student Conduct, and he is providing leadership to ensure that ongoing collaboration and communication between external agencies is maintained and appropriate disciplinary sanctions are adjudicated in a timely manner.

- *Increase the messaging of SBCC's Honor Code and code of conduct and raise awareness of violations and consequences.*
Status: Implemented/Ongoing

All students are required to complete a mandatory orientation that reviews student rights and responsibilities when on or off campus. Students are made aware of SBCC's Honor Code and are required to sign off that they agree to uphold both segments (academic and community promise) of SBCC's Honor Code. The Standards of Student Conduct and potential sanctions are available to students at Admissions and Records and at the Dean of Educational Programs—Student Support Services.

- *Include parental notice as a consequence of bad behavior to the extent allowed by the State Education Code.*
Status: Implemented/Ongoing

Currently, parental notifications are sent to parents and students when minors are cited for possession of alcohol and/or drugs. The Education Code does not allow SBCC to contact parents when students violate SBCC's Standards of Student Conduct.

- *Ban skateboarding on the SBCC campus.*
Status: In progress

Skateboarding has been banned on campus for many years, and additional signage to this effect has been posted over the past six months. Gradual enforcement of this ban is now underway, starting with warnings. The goal of Campus Security officers issuing citations is not possible.

However, it should be noted that, over the course of the past six months, all SBCC Campus Security officers have been Police Officer Standard and Training (POST)-certified, allowing them to issue citations for Civil Code infractions.

As mentioned above, neighborhood representatives are very frustrated, and they stress that full enforcement of this ban is critical in order to restore quality of life. Without the ability to issue citations, the skateboard ban is ineffective.

- *Identify options without violating students' legal rights.*
 - *Provide the orientation program every semester to ensure continuity and consistency over time.*
- Status: Implemented/Ongoing*

Students are made aware of their academic and civic responsibility each semester when they register and sign the Honor Code, and their signatures provide the college with the understanding that the students have read and agree to both components of the Honor Code and potential sanctions for behavior that discredits themselves or SBCC.

Neighborhood representatives to the implementation committee believe that additional measures are needed in order to communicate civic responsibility better to prospective students, and they look forward to working with SBCC officials in the future.

Recommendation C2: Develop a protocol for responding to instances of unruly student behavior.

- *Identify a staff person at SBCC to establish and maintain an ongoing communication process involving the College, the City, and the community to provide a predictable and reliable means to report bad behavior as it occurs.*
 - *Study the feasibility of instituting a hotline for the reporting of incidents, with a means of tracking the status of all reported instances in a user-friendly database and smartphone app.*
- Status: In progress*

The feasibility study of a hotline and incident-tracking smartphone app is in process. It is anticipated that this will be rolled into the SNAP program once it is established.

Recommendation C3: Recognize that neighbors deserve a family-friendly neighborhood and a safe and secure environment for their children.

- *Address offensive student behavior.*
- Status: Implemented/Ongoing*

As part of the Honor Code acknowledgment, students should clearly understand that they are responsible for their conduct on and off campus and are subject to disciplinary action for behavior that discredits themselves or SBCC. The Dean of Student Affairs is responsible for enforcing the Standards of Student Conduct and adjudicating on- and off-campus violations.

- *Do what we can to maintain a mix of families, adults, and workers as well as students in our surrounding neighborhoods.*
- *Change the neighborhood reality—make it a viable neighborhood with a true sense of community.*
Status: In progress

Positive community change of this nature is typically the result of many good efforts, such as those now underway, that take place consistently over time. Even so, much work remains. As continued attention is given to the neighborhoods around SBCC, their desirability and viability for all people should be enhanced. City staff is attuned to and is monitoring a reported change in the residential real estate market for dwelling space to be rented on a per-bed basis. Should this become a consistent trend, staff may approach Council for policy direction.

Recommendation C4: Coordinate City and College policies, education, and enforcement actions.

- *Align College and City processes to ensure the adoption of shared and consistent policies, educational programs, and enforcement procedures.*
- *Address all relevant issues, including alcohol and drugs, sexual relations, neighborhood behavior, etc.*
Status: Implemented/Ongoing

The Dean of Student Affairs will ensure that ongoing collaboration and communication between external agencies (SBPD and SBSO) is maintained and appropriate disciplinary sanctions for on- and off-campus violations of the Standards of Student Conduct are adjudicated in a timely manner.

- *Raise student awareness of issues (such as sexual assault, alcohol and drug use, civility, etc.) by strengthening existing SBCC programs and services; use classes at SBCC as a vehicle to provide this training when appropriate.*
Status: Implemented/Ongoing

The college has implemented the “City College Connect” peer education program, designed to help students live healthy and balanced lifestyles by focusing on issues they deal with everyday: stress, relationships, sexual health, nutrition, drinking, drugs, and civic responsibility.

- *Invite the SBPD to patrol the campus.*
Status: Implemented

The SBPD now has an on-campus office for patrol officers located in SBCC’s Administration Building, Room A-125.

Conclusions

As described above, Neighborhood Task Force implementation efforts remain strong. In addition, adoption and implementation of the Noise Ordinance, the new administrative fines, SNAP, and policy/procedural changes on campus will continue to contribute to tangible quality of life improvements on the Mesa. In Spring 2015, direction was given to work on a total of thirty action items, and today all but one are either in progress or considered implemented and ongoing. Given that most SBCC students are enrolled for about two years, it is critically important to continue these efforts and revisit them from time to time in order to realize quality of life improvements in the community.

It is recommended that the City Council and Board of Trustees direct staff to continue with the current implementation workload, with particular focus on mandatory student orientation program re-design, SNAP and lighting improvements on and around Coronel Place. In addition, it is recommended that staff report back to the City Council and Board of Trustees by no later than Winter 2017.

ATTACHMENT(S): Santa Barbara City College (SBCC) Neighborhood Task Force Recommendations

PREPARED &

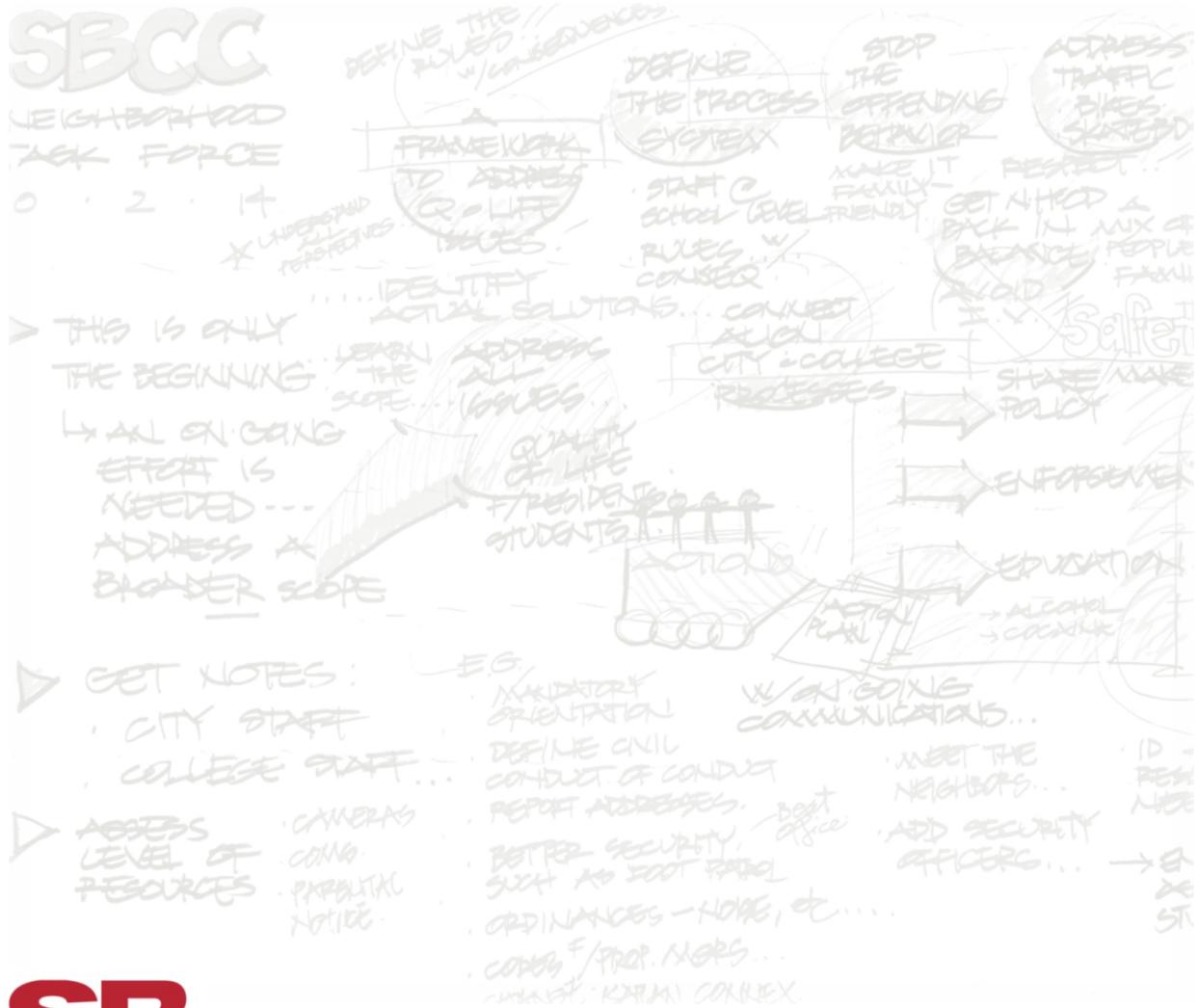
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SANTA BARBARA CITY COLLEGE (SBCC) NEIGHBORHOOD TASK FORCE:

RECOMMENDATIONS



February 23, 2015

MIG, Inc.



**SANTA BARBARA CITY COLLEGE (SBCC) NEIGHBORHOOD TASK FORCE:
RECOMMENDATIONS**

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OVERVIEW

The purpose of the SBCC Neighborhood Task Force (NTF) is to identify and institute long-term and sustainable strategies to address issues stemming from the rise in inappropriate student behaviors with the goal of promoting civility, neighborhood well being, community responsibility and good citizenship.

The Task Force is co-chaired by Dr. Marianne Kugler and Marty Blum, members of the SBCC Board of Trustees.

The Task Force is comprised of representatives from varied aspects of SBCC's campus life including staff, faculty, and administrators, representatives from several neighborhoods surrounding SBCC's campus, and members of the City of Santa Barbara Police Department and City administration.

The NTF met over a period of four months from October 2014 through January 2015 in a series of six meetings. In addition, the NTF sponsored a series of seven focus groups to gain additional perspectives and potential solutions to the identified issues. The seven focus groups included: the City of Santa Barbara Department Heads and administrators; members of the SBCC Academic Senate; the SBCC Classified Consultation Group; the SBCC Advanced Leadership Committee; the SBCC Student Senate; a group of neighborhood residents from the Oceano area; and a group of neighborhood residents from the West Side.

All meetings of the NTF and all focus groups were facilitated by Daniel Iacofano, PhD, of MIG, Inc., on behalf of SBCC and the NTF.

Throughout this process, NTF members and focus group participants were asked to: (i) identify the issues and challenges that exist in the relationship between students and the neighborhoods surrounding the SBCC campus; and (ii) suggest potential strategies and solutions for addressing the identified issues and challenges.

The following pages summarize the results of these discussions.

PART I: KEY ISSUES AND CHALLENGES

The key issues and challenges listed below are a composite of all the NTF and focus group discussions. Most items were repeated in many of the group discussions.

- **Party disturbances.** Residents report constant and repeated occurrences of excessive partying, loud noises, loud music blaring at all hours of the day and night, trash and garbage strewn along neighborhood streets, high consumption of alcohol and drugs by the student population, and other related unruly conduct.
- **Rude behavior.** Residents report that students use offensive and foul language sometimes in the presence of children. They often ignore requests from neighbors to tone things down – they even respond by cursing at neighbors while continuing the obnoxious behavior. In general some (not all) students display signs of utter disrespect for neighbors and their right to a peaceful and safe environment.
- **Highly frustrated community members.** Residents near SBCC are experiencing high levels of frustration and are losing patience. They perceive that SBCC and the City are unable or unwilling to provide the necessary enforcement of laws and codes of conduct. Residents actually feel sleep-deprived due to the repeated incidences of late night partying. Residents also expressed concern about the excessive amount of City of Santa Barbara police resources that is being used to manage student behavior.
- **Lack of Student Supervision.** Unlike a university dormitory setting, students living in apartments and homes are separated from any type of mature adult supervision. This makes it easy for students to feel “invisible”, outside the purview of responsible adults and free to act as they please with little or no regard for their impact on surrounding neighbors.
- **Sexual assault.** Residents are keenly aware of the dangers posed especially to young women and note incidents of sexual assault which have occurred in the area and elsewhere such as Isla Vista near UC Santa Barbara, thus heightening fears of potential tragic events which may occur.
- **Burglaries and other criminal behavior.** Residents expressed concern about actual and potential burglaries and criminal behavior in general.
- **DUI.** Residents noted instances of students (young people) driving under the influence of alcohol and/or drugs.
- **Pedestrian safety (lack of crosswalks).** The areas surrounding the SBCC campus would benefit from enhanced pedestrian safety controls and other improvements.

- **Traffic congestion, conflict among modes of travel and overflow parking.** There is heavy auto congestion experienced throughout the area especially at the Castillo interchange. Large numbers of bike and skateboard users create conflicts among all transportation modes. Large numbers of bike and skateboard users create a challenge for residents getting in and out of their properties. Drivers often speed down residential streets. Cars are often parked on lawns contributing to a general sense of disorder and clutter. Again, some students seem oblivious to residents' concerns in this regard.
- **Unscrupulous landlords and poorly maintained properties.** Residents note the presence of unscrupulous landlords who ignore requests from neighbors to clean up their properties. A handful of these bad landlords create unsafe conditions for students and residents alike. It appears to residents that the City is powerless to stop these unsavory practices.
- **Building code violations and overcrowded housing.** Crowded conditions exist in many student apartments. Many students share living quarters to counter the high prices charged by property owners taking advantage of the high demand and limited supply of housing in the area. A few unscrupulous landlords attempt to maximize profit, effectively turning their properties into a student ghetto, slum or pseudo dorm.
- **Unmet housing need.** SBCC generates a large housing need that is currently unmet, particularly in the lower west side of the city.
- **Zoning limitations.** Existing zoning places legal limits on what can be done to address the housing crunch.

PART II: RECOMMENDED STRATEGIES AND SOLUTIONS

The recommended strategies and solutions were developed by NTF members. The level of agreement among NTF members for moving forward with these recommendations is very high.

The recommended strategies and solutions are organized according to the following categories:

- Noise Abatement (N)
- Neighborhood Quality of Life (Q)
- Traffic and Transportation (T)
- Code of Conduct (C)
- Housing (H)
- On-Going Issue Management and Communications (O)
- Follow-Up Actions (A)

NOISE ABATEMENT (N)

N1: Adapt the Cal Poly San Luis Obispo Noise Abatement Ordinance Model or a model acceptable to the City of the Santa Barbara City Attorney. **Careful attention must be paid to the details of program design, implementation and enforcement given that the ordinance will apply to the City as a whole.**

- Form a **College/City Staff working group** to design and implement the program.
- Engage the **City Attorney** in this process to ensure enforceability across the City of Santa Barbara.
- Impose **finest on an escalating basis** for both students and landlords who do not follow the rules.
- Provide landlords and students with a **model lease** incorporating the agreed upon rules of conduct and good neighbor policies.

N2: Implement a Student Neighborhood Assistance Program (SNAP) following the Cal Poly-SLO Model. Hire students to work in the program.

- Increase the **visible presence** of SBCC through occasional neighborhood walk-throughs by SBCC personnel.
- Identify **additional resources** which may be needed to operate a successful program. SBCC is committed to sharing in the initial funding of the Student Neighborhood Assistance Program (SNAP) and will work with the Santa Barbara Police Department to coordinate the effort.

NEIGHBORHOOD QUALITY OF LIFE (Q)

Q1: **Enforce existing ordinances** to address the neighborhood quality of life issues identified above (e.g., noise, public drinking and intoxication, trash cans, no parking on lawns, etc.).

- Conduct **neighborhood meetings to test ideas** and obtain feedback on priorities and preferences.
- Use **administrative remedies** as much as possible.

Q2: Build and strengthen relationships between students and long term residents.

- Ensure that students **understand the importance of the code of conduct**, thereby promoting positive relations with neighborhood residents surrounding the campus and ensuring healthy relationships among fellow students; define civil behavior and set clear expectations for student behavior; ensure that first year students “get the message.”
- Encourage students to meet their neighbors and **develop positive relationships**.
- **Organize clean-up days** with student volunteers; provide course credit for student participants wanting to fulfill service learning objectives; consider performing a complete “sweep” of neighborhoods at least once per year.
- Seek involvement of the **student senate and student clubs** in a search for solutions.
- Organize **social events** (e.g., BBQs, block parties, etc.) involving neighbors and students.
- Conduct neighborhood **walk-throughs** (announced and unannounced) involving campus neighbors, students, faculty, staff, etc.
- Involve **other schools** (i.e., EF, ELS, Kaplan, etc.) that have students living in the surrounding neighborhoods.

TRAFFIC AND TRANSPORTATION (T)

- T1: Study the feasibility of establishing traffic calming devices in neighborhoods surrounding the campus.
- Engage **city traffic engineer** to determine the potential application of traffic calming measures such as speed bumps, enhanced street lighting, stop signs, etc.
 - Conduct **neighborhood meetings to test ideas** and obtain feedback on priorities and preferences.
 - Ensure **safety for all modes of travel** including automobiles, pedestrians, bicyclists, skateboarders, etc.
 - Develop a **traffic calming action plan** with solutions that are considered technically feasible and acceptable to the surrounding neighbors.
 - Hold more **classes on Fridays and Saturdays** to reduce the peak congestion which occurs on Mondays through Thursdays thereby reducing the incentive for Thursday night parties.
 - Upgrade **lighting** throughout SBCC's surrounding neighborhoods especially on Coronel and Oceano Avenue.
 - Address **pedestrian safety** issues at Loma Alta and Oceano as well as along all neighborhood streets; ban skateboards on Oceano if feasible.
 - Address traffic issues associated with the **entryways to SBCC's East and West campus**.

CODE OF CONDUCT (C)

- C1: Enforce the code of conduct to guide student behavior.
- **Re-design the mandatory student orientation program** to place greater emphasis on the issues of civility and respect for campus neighbors; incorporate these issues and topics in other classes.
 - Ensure that students know that there are **consequences** for their failure to adhere to the code of conduct.
 - Provide a reliable means for **enforcing the code** of conduct.
 - Ensure that SBCC takes a **leadership role** on all these issues.
 - Increase the messaging of SBCC's Code of Conduct and **raise awareness** of violations and consequences.

- Include **parental notice** as a consequence of bad behavior to the extent allowed by the State Ed Code.
- Ban skateboarding on the SBCC campus.
- Identify **options** without violating students' legal rights.
- Provide the **orientation program every semester** to ensure continuity and consistency over time.

C2: Develop a protocol for responding to instances of unruly student behavior.

- Identify a staff person at SBCC to establish and maintain an **on-going communication process** involving the College, the City and the community to provide a predictable and reliable means to report bad behavior as it occurs.
- Study the feasibility of instituting a **hotline** for the reporting of incidents with a means of tracking the status of all reported instances in a user-friendly database and smart phone app.

C3: Recognize that neighbors deserve a family friendly neighborhood and a safe and secure environment for their children.

- Address **offensive student behavior**.
- Do what we can to maintain a **mix of families, adults and workers as well as students** in our surrounding neighborhoods.
- Change the neighborhood reality – **make it a viable neighborhood** with a true sense of community.

C4: Coordinate City and College policies, education and enforcement actions.

- **Align College and City processes** to ensure the adoption of shared and consistent policies, educational programs and enforcement procedures.
- **Address all relevant issues** including alcohol and drug use, sexual relations, neighborhood behavior, etc.
- **Raise student awareness of issues** (such as sexual assault, alcohol and drug use, civility etc) by strengthening existing SBCC programs and services; **use classes at SBCC as a vehicle** to provide this training when appropriate.
- **Invite the SBPD to patrol the campus.**

HOUSING (H)

H1: Engage landlords and property owners surrounding the campus.

- **Engage landlords and property owners** in solutions.
- Create a **voluntary opt-in set of principles** for landlords with regard to student housing.
- Devise a **rating system** for landlords similar to YELP or Air BNB; qualify landlords as acceptable or unacceptable based on observed practices and number of violations.
- **Report addresses of landlords** who do not live up to established norms for owning and managing student housing.
- Develop programs to **improve working relationships** with all landlords around campus.
- Tap into **City resources** to address chronic housing issues.
- Provide a **model lease** including parental notification provisions; indicate fines and rules in the leases.
- Consider designations of rental properties as **“non-party” buildings**.
- **Respect neighbor privacy.**
- Consider adopting a **“just cause” eviction ordinance**.

H2: Provide students with tools and resources to help them manage their housing conditions.

- Provide students with the **contact information** for the City’s mental health and housing mediation task force including phone numbers, web sites, etc.
- Study the feasibility of establishing a **housing mediation program** (or ombudsperson position) at SBCC.
- Consider establishing a **tenants union**.
- **Hand-out tenant rights information** to student tenants; re-activate legal services for students on campus.
- **Share housing information** using social media, student newspaper, etc.
- Provide **complaint data on rental properties** from the Santa Barbara Police Department to students and/or parents.

H3: Find ways to increase adult supervision.

- Examine the feasibility of establishing a **resident advisor program** to support and counsel students living off-campus to educate and supervise students, encouraging adherence to the code of conduct.

ON-GOING ISSUE MANAGEMENT AND COMMUNICATIONS (O)

O1: Research best practices for policies and tools that might be applicable to Santa Barbara.

- Examine **other agencies' ordinances and best practices** for ideas on addressing over-crowding and parking problems in residential neighborhoods.
- Continue to investigate **best practices** and solutions.

O2: Create an action plan and an on-going management and communication mechanism.

- Create an **action plan** with specific actions, targets and timelines for addressing unruly student behavior.
- Establish an **on-going mechanism for SBCC, its surrounding neighbors and the City of Santa Barbara to manage and maintain communication and work cooperatively** to improve neighborhood quality; recognize that this Task Force is just the beginning and that the work of the Task Force will continue beyond the scheduled meetings.
- Use this **SBCC process as a springboard** for neighbors and the City of Santa Barbara to work together on the full range of neighborhood quality issues (see item O6). Note that well-established neighborhood associations have been working on these issues for some time and that each neighborhood has a set of unique issues as well as those in common with the others.

O3: Monitor student behavior and quantify results.

- Establish a means to **monitor student activities and a means to measure results** of behavior management strategies quantitatively.
- Use results to **hold students accountable** and to achieve a shift in student behavior.

O4: Establish a long range development plan and growth management strategy for SBCC.

- Use the **on-going facilities master planning process** to identify a long term management strategy for SBCC, addressing such issues as location of new facilities, parking, housing, etc.
- Consider a **multi-site strategy** to accommodate future SBCC students.
- Look at utilizing the campus on a **Monday through Saturday basis** - this will spread peak load, achieve better utilization of facilities and reduce the incentive for students to party on a Thursday night.
- Give **priority to regular education students** and limit outside programs such as Kaplan with students who have no buy-in to the rules or long range education plans at SBCC (consider this type of action as vendor contracts come up for renewal).

O5: Work with the State of California to address institutional constraints.

- Initiate **dialogue with the appropriate State agencies** (e.g., the State Chancellor's Office) to address limitations experienced by community colleges in what they can or cannot do to address student behavioral issues.

O6: Initiate a joint College/City joint planning effort to develop solutions for chronic traffic and housing issues [an on-going, long term planning effort].

- Analyze **potential adjustments to the City's zoning ordinance and housing policies** that may help address the housing, traffic and quality of life issues identified in this report.
- Find ways to alleviate, reduce and **manage traffic congestion**.
- Encourage **mutual respect** among users of all modes of travel in and around campus and through the surrounding neighborhoods.
- Examine all feasible **traffic management options** such as shuttles, car share, satellite parking, etc.
- Continue to promote **public transit** as a viable option; lobby for additional levels of service; coordinate with the alternative transportation task force; note the existing MOU for City and College joint use of waterfront parking as an example of cooperative problem solving around this issue.
- Study the potential for **off-campus housing** and parking lots with shuttles.
- Study the feasibility of addressing **student housing** in areas west and south of campus, the western end of which offers the strongest potential for construction of dormitories and/or parking lots.

- Study the potential of the **Earl Warren Show Grounds** for accommodating these uses.
- Develop a **housing strategy** to further meet the housing needs of the whole community.
- Look into the **feasibility of providing on-campus dormitories** to address a portion of the student housing demand possibly for international students.
- Address **crowding** and its impact on housing, parking and neighborhood quality of life.

FOLLOW-UP ACTIONS (A)

- A1: Create a **timeline and assign responsibilities for implementation** of each action item; indicate short, medium, long term and on-going timeframes for each item.
- A2: Set date for **Joint City Council/Board of Trustees presentation** and study session on this Draft Recommendations Report.
- A3: Form an **implementation task force** to pursue top priority actions (N1, N2 and Q2).
- A4: Commit **to progress on N1, N2 and Q2 by Fall 2015.**
- A5: **Monitor and report on progress** to the surrounding neighborhoods within 6 months of adoption of these priority recommendations.

APPENDICES

SBCC Neighborhood Task Force Members (Updated 2/23/15)

Co-chairs:

1. Marty Blum: Vice President, SBCC Board of Trustees
2. Dr. Marianne Kugler: President, SBCC Board of Trustees

Neighborhood Representatives:

1. Dianna Bottoms: Oceano
2. Jeff King: Mesa Architects
3. Beebe Longstreet: Lower Westside
4. Cathie McCammon: La Mesa Neighborhood Association
5. Sue Mellor: Loma Alta
6. Bill Oliphant: Oceano
7. Mark Taylor: Oceano

City of Santa Barbara Representatives:

1. George Buell: Director, Community Development
2. Paul Casey: City Administrator
3. Sgt. Riley Harwood: Community & Media Relations, Police Department
4. Officer Jonathan Reyes: Beat Coordinator, Police Department
5. Helene Schneider: Mayor
6. Officer Kent Wojciechoski: Beat Coordinator, Police Department

SBCC Representatives:

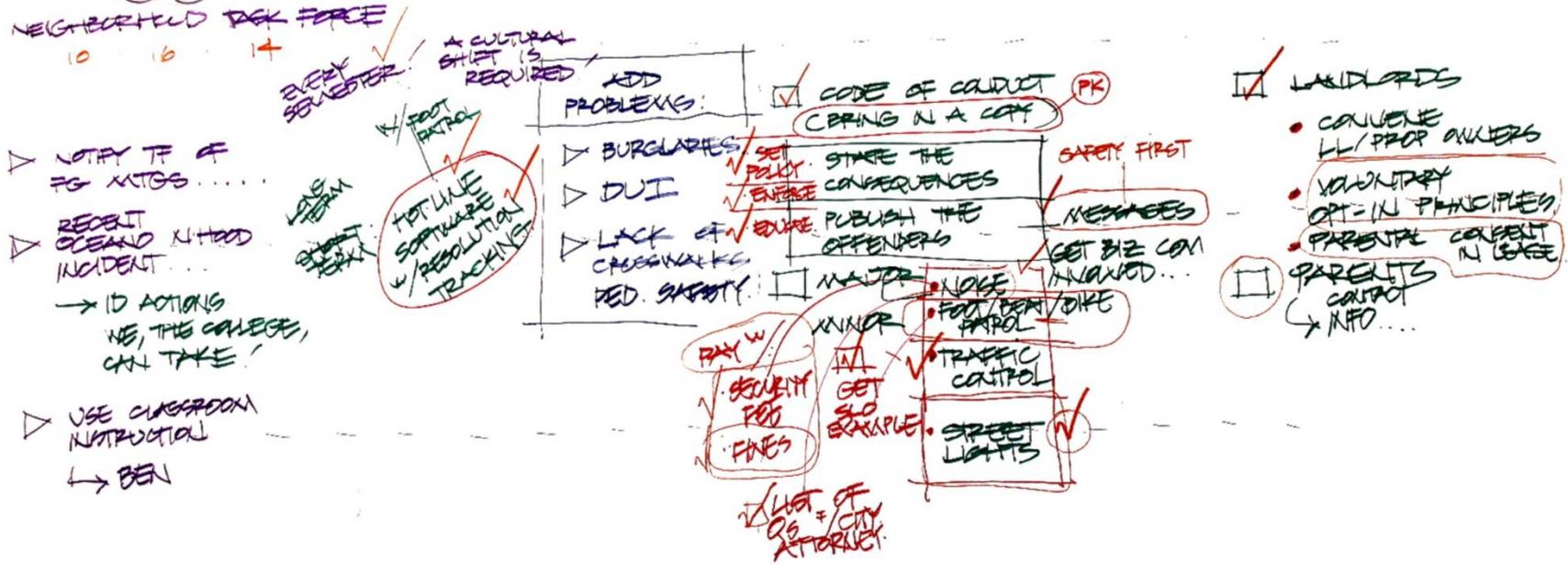
1. Michele Britton Bass: Faculty
2. Erik Fricke: Director, Security
3. Darin Garard: Faculty
4. Ben Murphy: Program Advisor, Alcohol and Drug Program
5. Dr. Ben Partee: Dean, Educational Programs
6. Carola Smith: Senior Director, International Programs
7. Oscar Zavala: Faculty

APPENDICES

Wallgraphic Reductions from the Neighborhood Task Force and Focus Group Meetings are presented on the following pages.



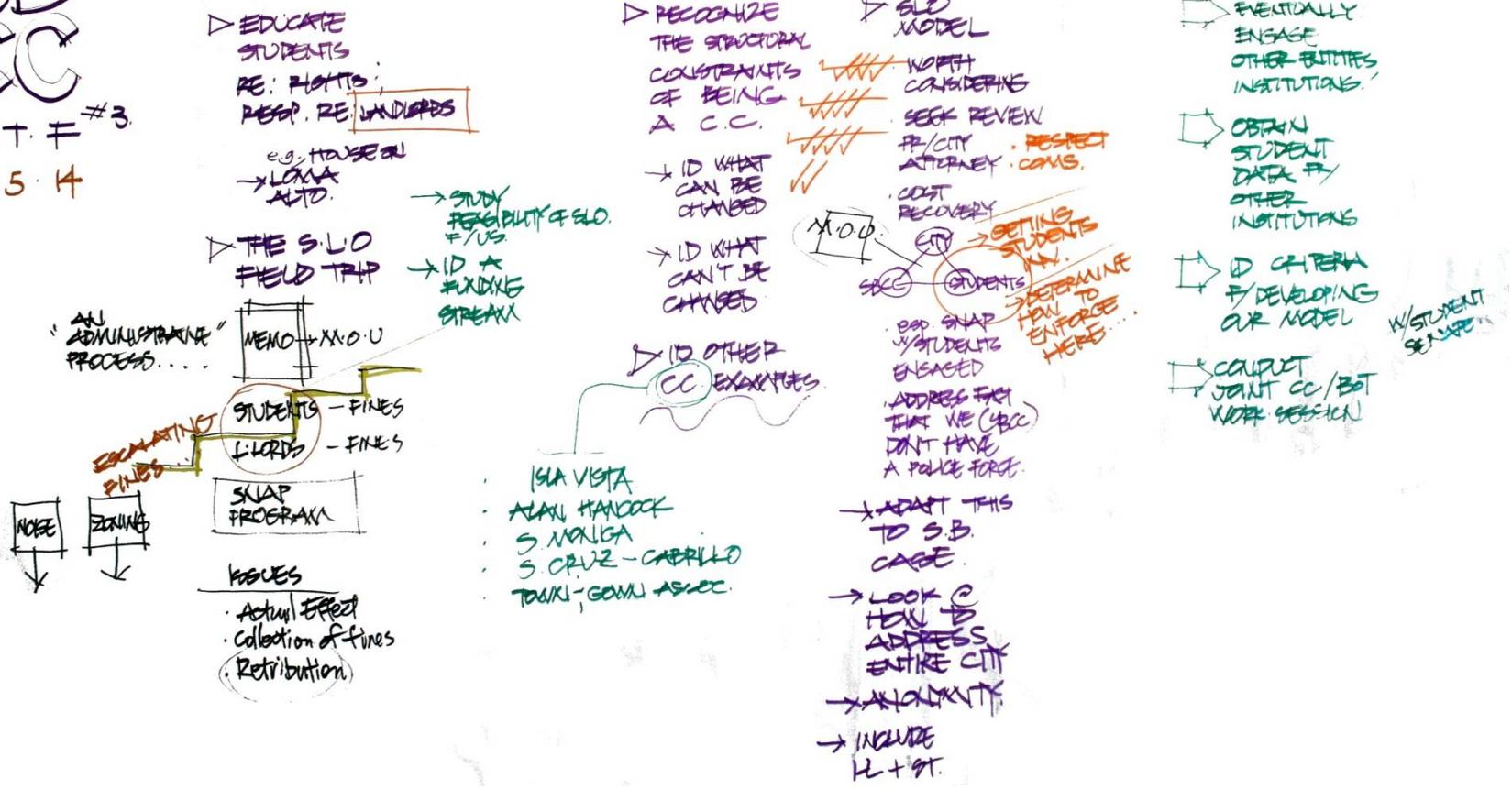
NEIGHBORHOOD TASK FORCE
10 16 14



Santa Barbara City College (SBCC)
Neighborhood Task Force Meeting #2
October 16, 2014

**SB
CC**

N.T.F #3
11.5.14



Santa Barbara City College (SBCC)
Neighborhood Task Force Meeting #3
November 5, 2014



CODE OF CONDUCT

- C1: CODE OF CONDUCT
 - PARENTAL NOTICE INC. IN LEASE
 - LOOK @ OPTIONS W/ VIOLATING LAW.
 - ORIENTATIONAL RE DESIGN. ↳ EMBED IN COURSES.
- C2: PROTOCOL F/ REPORTING ↳ HOT LINE
- C3:
- C4: CITY + COLLEGE AGREEMENT

SECURITY

- S1: S.N.A.P PROGRAM
 - PAID STUDENT WORKERS
 - STUDENTS AND LANDLORDS ARE SUBJECT TO FINES
- S2: WALK THRU'S
- S3: S. SENATE
- S4: RELATIONSHIP BLDG.
 - ORG CLEAN-UP DAY
 - VOLUNTEERS @ SCHOOL
 - SERVICE TRAG CREDITS...

NOISE

N1: SLD MODEL

TRAFFIC

T1: SEPARATE CITY-WIDE VS. N. HOOD

STUDY TRAFFIC CRAWLING METHODS

HOLD N. HOOD AT RISK

POTENTIAL CITY / COLLEGE PLANNING EFFORT

- T2
- H1
- H2
- O4

PART OF A CITY-WIDE PLANNING EFFORT

LOOK INTO MEDIATION? A TENANTS UNION?

HOUSING

H3: LANDLORD PARTING APP... ?

HAND-OUT TENANT RIGHTS "KIPU"

TAP INTO CITY RESOURCES

CAN WE ADDRESS OVER-GROWING...??

H4: CAN SBCC ESTABLISH A TENG MEDIATION OVERSIGHT? A TENANTS UNION?

O-G MET - COURSES...

- O1 → O5
- O1: SLD NOISE ORD. + ZONING ORD + HSNB
- GET DATA ON STUDENT COMPLETION RATES
- GET DATA ON STUDENTS LIVING LOCATION.

LOOK @ AX-F UTILIZATION

SBCC
T. T. #
12.1.14

Q: N. Relations, FAMILY-FRIENDLY ATMOSPHERE

S1: → N2 - SNAP SHOULD BE 3RD DEFINED

N. HOOD QUALITY OF LIFE - COORDINATE W/ INVOLVE OTHER SCHOOLS (EF, E2, KAPLAN)

QUALITY

OR A MODEL ACCEPTABLE TO CITY XTT.

INVESTIGATE USE OF SECURITY CAMERAS...

52 OK.

T1: INCLUDE X-F CAMPUS

BABIES IN STROLLERS @ LOMA AOTA.

CORNELL ST. HILL
↳ UPGRADE LIGHTING.

H1: ENRAGE RELAY PRP. OKAL. ASSOC.

SHARE CAUST? / SERVICE DATA.

→ RE-ACTIVATE LEGAL SERVICES. OK. CAMPUS.

→ ADD IN STUDENT PAPER.

USE SOCIAL MEDIA TOOLS

OX:

O4: ~~GROWTH~~ = STUDENTS.

→ CONTINUE TO PROMOTE PUBLIC TRANSIT - LOW F/ ADD. SERVICE.

→ COORDINATE W/ ALT. TRANSP. T. F.

→ X-REF: CITY/ COLLEGE NOW ON X-F PRNG.

- ALL IDEAS ARE RECS...
- SUBJECT TO FURTHER REVIEW.



EDITS:

▷ ONCE/YR "SWEEP"
 BY SEMESTER

▷ 1ST YR STUDENT

▷ P.5 - OR at SBCC
 PLEASO FORM
 CHECK "CROWD"

▷ P.11. LOOK @ OTHER GRANTS

▷ P.12. LOOK @ OTHER GRANTS
 IN THE COUNTY
 BRINGING THE PRKNG
 RESOURCES

▷ P.4 EXCESSIVE USE OF POLICE

P.12
 ID SHEET
 MOP
 LOCK

N1: WORK OUT DETAILS, esp. CAMPUS POLICE OFFICER.

N2: HOOD COMMIT SBCC TO INITIAL FUNDING OF SNAP. WORK W/SBPD TO COORD. EFFORTS.

R2: L+U C of C ID STUDENTS SBCC.

I: A TRUCK RIDING THRU'S AS CONDUCT COURSE X KILL AS

C: 1/2 S. POWERS ELIMINATE

C2: ID STAFF PERSON @ SBCC

C3: HOW SBCC + PD WORKING TOGETHER

→ ENCOURAGE STUDENTS TO TAKE A LEADERSHIP ROLE

H: PROVIDE CITY'S # CONTACT TO STUDENTS.

O2: FOLLOW-UP ACTION INVOLVE SBCC IN A HOOD PROCESS. LATEST ALIEN NEWS.

O6: O-G LONGER TERM GIVE PARENT.

O4: LIMIT PARENT OUTSIDE VISITS

LOOK SPECIFICALLY @ CAMPUS COURSEWORK → PREPARE DEGREE

Q: WORK W/ NEIGHBORS TO OPTIMIZE USE OF PRIORITIES OR

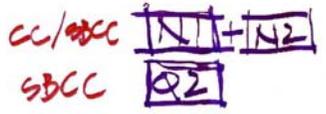
→ LOOK INTO CITY/COUNTY POLICIES...

ADDRESS ADMINISTRATIVELY AS MUCH AS POSSIBLE

ACTIONS:

▷ MAKE ASSIGNMENTS.
 ▷ CREATE TAXELINE FALL 2015.
 ▷ JUST DO IT

▷ FERRA SM GROUP TO ID TOP



▷ SET CC/BOT MTS.
 ▷ REPORT TO BOT
 ▷ REPORT

▷ DILEMMA XXX

▷ BE COLLECTIVE WITHIN GROUP

SB NEIGHBORHOOD
CC TASK FORCE

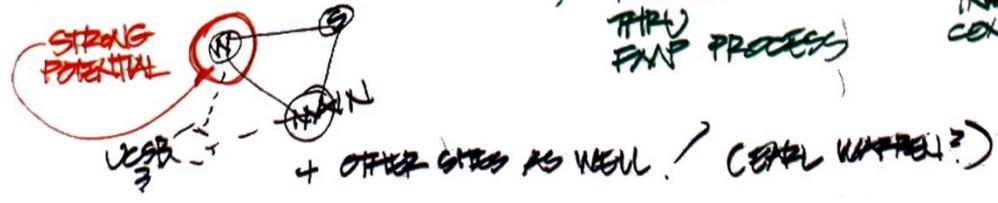
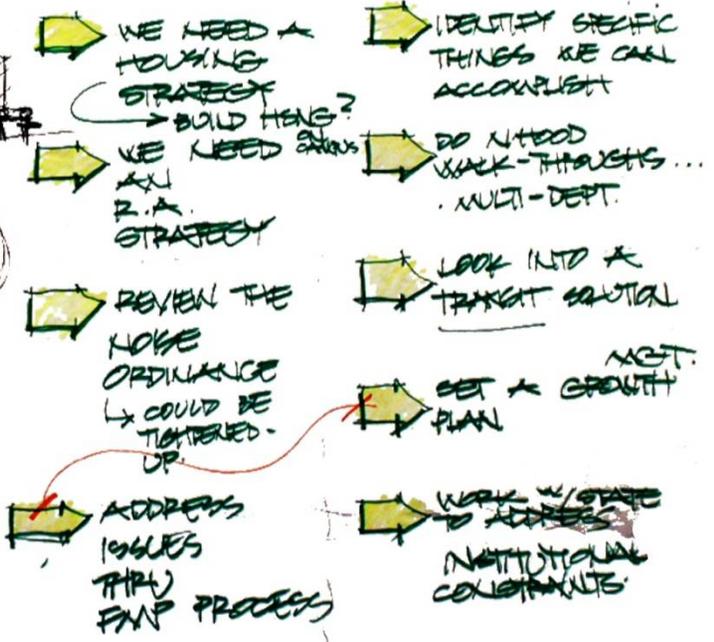
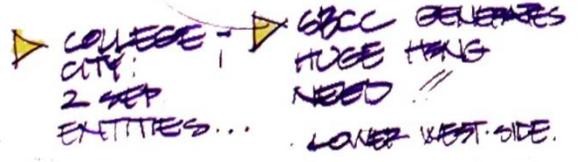
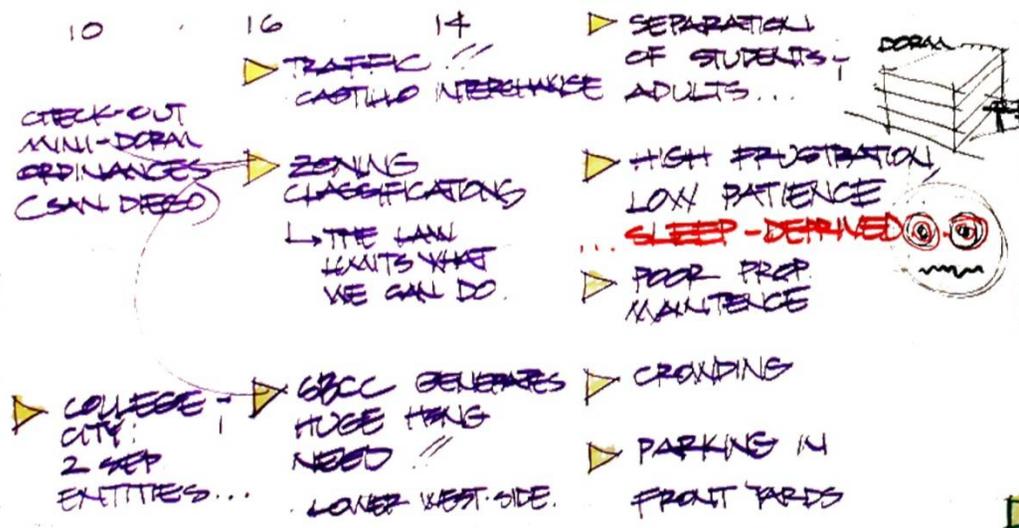
CITY OF SANTA BARBARA
FOCUS GROUP MEETING

CHANGE IS
INEVITABLE

VALUES

SOLUTIONS/STRATEGIES...

* LOOK @
CBO - GLO
F/CITY + UNIV.
RELATIONS



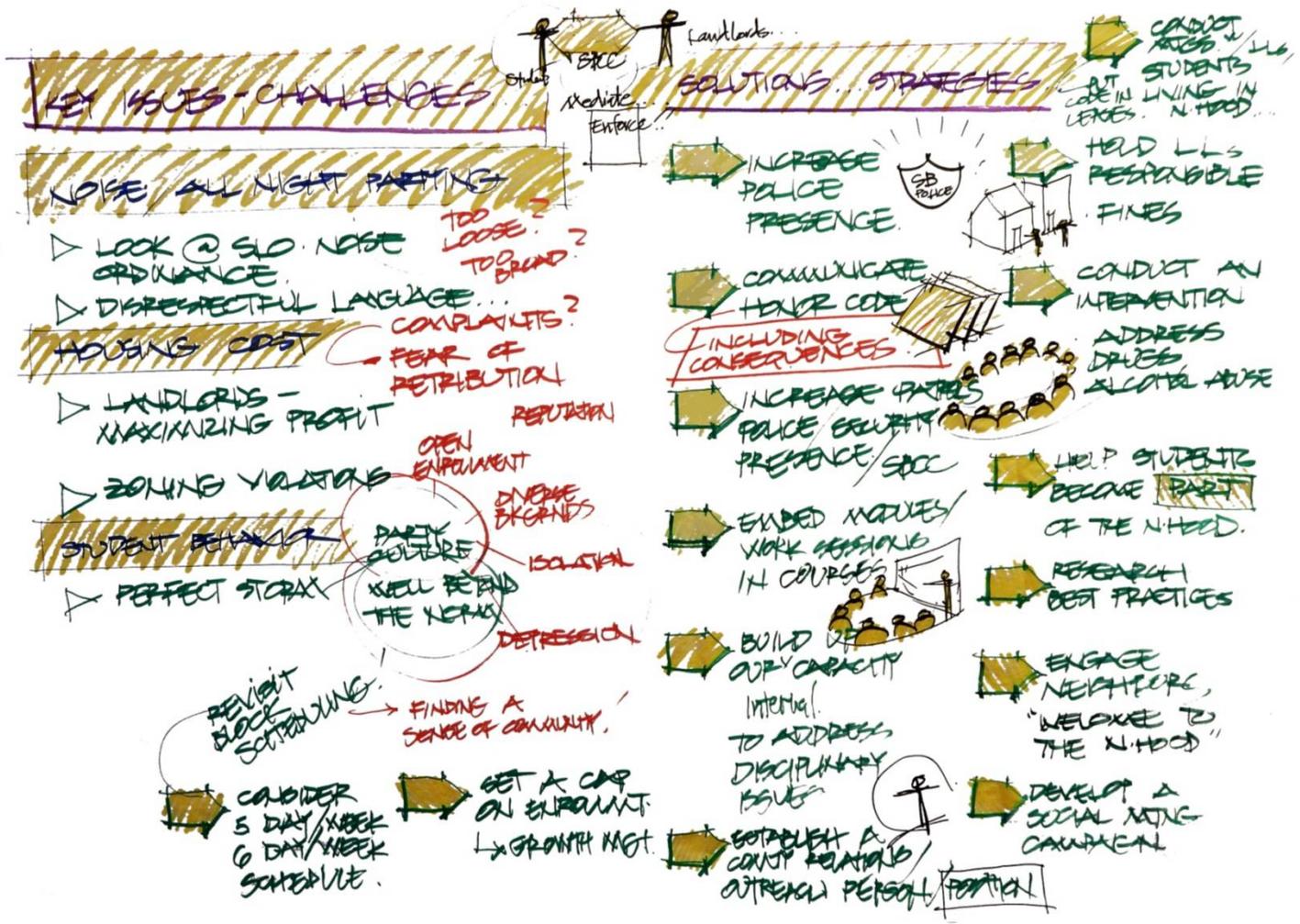
Santa Barbara City College (SBCC)
Focus Group Meeting #1 – City of Santa Barbara
October 16, 2014



Santa Barbara City College (SBCC)
 Focus Group Meeting #2 – Classified Consultation Group (CCG)
 October 27, 2014

SB CC

FOCUS GROUP !!



Santa Barbara City College (SBCC)
Focus Group Meeting #3 – Faculty
October 27, 2014

SBCC

NTF
 FOCUS GROUPS
 A.L.C
 10.31.14

ISSUES - CHALLENGES | **POSSIBLE SOLUTIONS**

- ▷ A MIXED ISA-VISTA...??
- ▷ WE'RE THE 600 LB GOHLLA
- ▷ OUTSIDE PARENTAL SUPERVISION "UN-BRIDLED FREEDOM" *ASK LAW ENFORCEMENT*
- ◇ HOW DO WE ENCOURAGE RESPONSIBILITY??
- "LICENSE" TO PARTY... A SENSE OF ENTITLEMENT

- ➔ CREATE REASONS TO BE ON CAMPUS... XX → F... CLASSES...!
- ➔ HOLD MORE EVENTS.
- ➔ PROVIDE ~~STAFF~~ RESOURCES TO SUPPORT EVENTS *TAP INTO COLLEGE TRAD. TAP THE ALUMNI NETWORK*
- ➔ INVITE COLLEGE TO BE PART OF SIG PROCESS



▷ *SHOW DIS RESPECT* GAP IN AGE, INCOME, OR BETWEEN LONG TERM RESIDENTS & STUDENTS.

➔ SET REALISTIC RULES - ENFORCEMENT
 e.g., SKATE BOARDING, CURSING, SMOKING DOGS... *WE NEED ON-GOING STRUCTURES OF ENFORCEMENT*

➔ CREATE OPPORTUNITIES F/STUDENTS & NEIGHBORS TO MEET TOGETHER... BLOCK PARTY... *SHOWCASE OUR COLLEGE SERVICE*

➔ CREATE PARTNERSHIPS W/ COPS... TO HELP W/ STUDENT ACTIVITIES

➔ WE ARE ALL PART OF SBCC... *STUDENT LEADERSHIP COUNCILS*

➔ IMPLEMENT MORE VISIBLE PRESENCE...

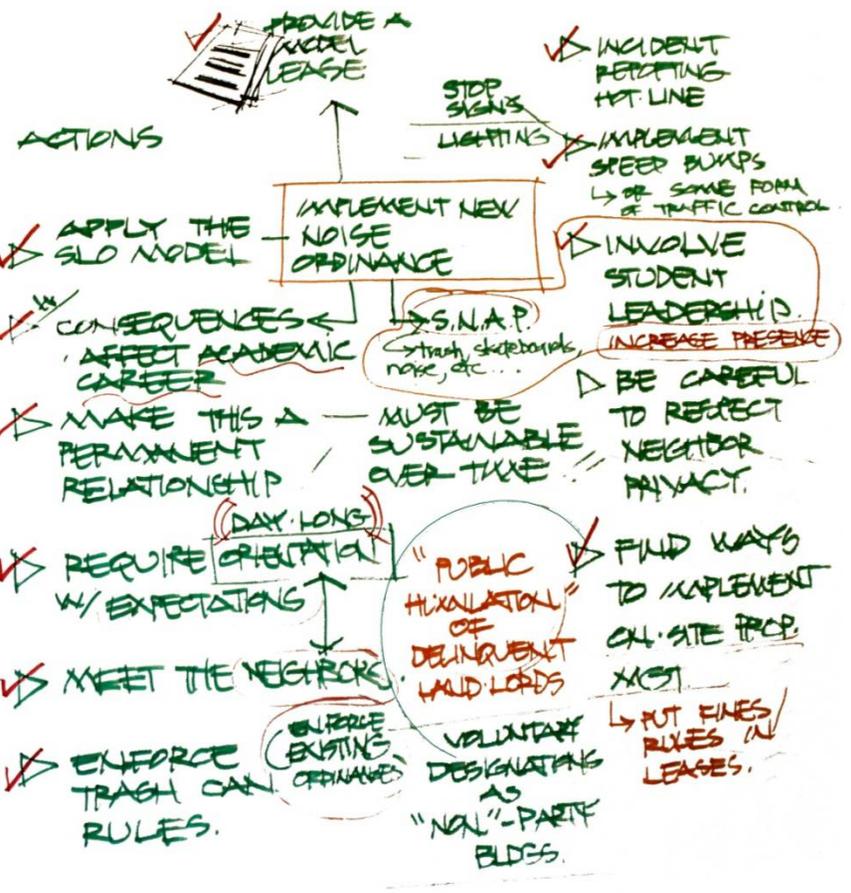
➔ HIGHLIGHT THE STUDENTS CONTRIBUTING TO THE COLLEGE... *EMERGE COMM VOLUNTEERS*

Santa Barbara City College (SBCC)
 Focus Group Meeting #5 – Advanced Leadership Committee (ALC)
 October 31, 2014

Z.T.#
SBCC
 NEIGHBOR
 FOCUS
 GROUP. //
 11.20.14

CURRENT
 CONDITIONS:

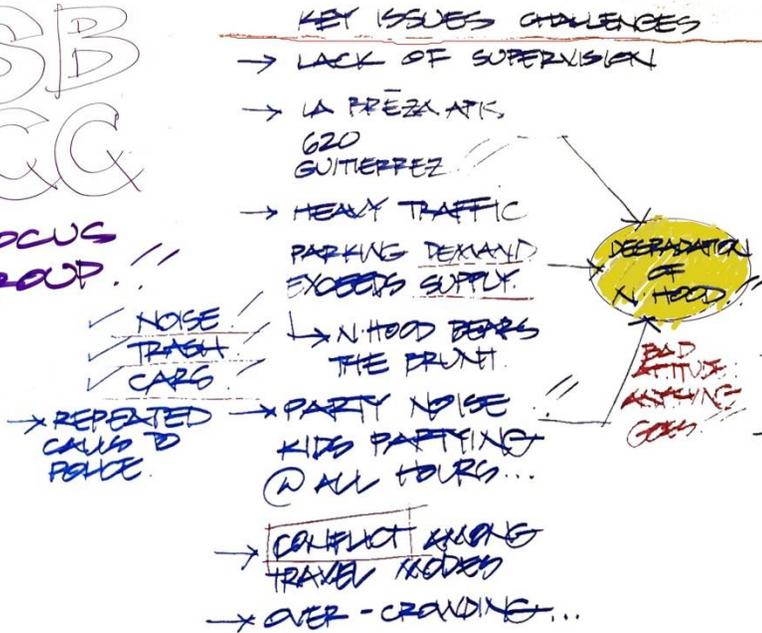
- ▷ LACK OF ENFORCEMENT, LACK OF CONSEQUENCES
 - ▷ NO SUPERVISION
 - ▷ PARTIES: EVERY H, F, S
 - ▷ ABSENTEE LANDLORDS
 ↳ LACK OF ON-SITE PROP. MGT.
 - ▷ OVERALL SECURITY & SAFETY
 - ▷ TRASH CANS, GARBAGE
 - ▷ CARS PARKED ON LAWNS.
- DOWNGRADING SPIRIT OF BAD BEHAVIOR



Santa Barbara City College (SBCC)
 Focus Group Meeting #6 – Neighborhood Residents
 November 20, 2014

7.7.14
 SBCC

FOCUS GROUP



STRATEGIES ... SOLUTIONS

