PALISADES
CHARTER HIGH SCHOOL

Corrective Action Plan

Incidents: Mass checkouts without emergency being declared & Campus-Wide Graffiti
Incident Date: Monday, December 6, 2021
        Daytime: Social Media Intruder Concern
        Evening: Graffiti

Strength/Weakness/Opportunity/Threat (SWOT) Analysis:

Communication

- Communicate sooner and more often to a wider set of audience groups (Parents/Students, Teachers/Staff, Community) as things unfold and/or become known.

- Communication methods can include website, social media, IC Messenger (email, text, robocall), PCHS phone system pre-recorded messages, on-campus Public Address System.

- Consider use of Emergency Text-Message System even in Not-Declared-Emergencies.

- When additional or increased Security is required on campus, and Safety/Security is not compromised as a result, inform appropriate audience groups.

- Where possible/appropriate – Communicate to multiple audience groups simultaneously.

- Consider activating the School Emergency Response Team (SERT) activated in all incidents involving significant campus disruption – Notification of their Activation and to audience groups of this activation.

- Approve IC Data Manager to grant access to authorized backup PIOs to send communications in the absence of Lead PIO, but also to have Backup Technical authorizers in case the Primary IC Data Manager is unavailable. For example, have Jeff Roepel have IC System Privileges to send communications when David Moo is unavailable, and have Brian Bengler be a secondary backup for such. PIO and their backups create the content, IC Data Manager and their backups able to execute the send.

- Emergency Text Notification System, and the rights/privileges of the Backup Personnel in IC, to be tested at the start of every semester.

Mass Checkouts without a Declared Emergency:

- Follow Communication SWOT Recommendations above.

- Execute Pre-Emptive Communication over PA before a planned Student Release for Nutrition, Lunch or Dismissal if there's a sense of things building via Group Chats/text, Social Media, Word-of-Mouth, etc.

- Improve Non-Emergency Mass Check-Out Process throughout by having more Checkout Stations & Personnel available to check students out:

  o More Traditional Process:
    ▪ Buy two more Mobile Attendance Carts.
    ▪ Replace Aging Desktop Computers in Attendance Office with New/Faster versions.
    ▪ Add an additional Attendance Office Checkout Station at the Main Counter.
    ▪ Cross-Train extra people (Counselors & Classified Staff) to be able to do Check-Outs if/as needed.

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Strength/Weakness/Opportunity/Threat (SWOT) Analysis (Continued):
<u>**Mass Check-Outs without a Declared Emergency (Continued):**</u>

- (Continued): Improve Non-Emergency Mass Check-Out Process throughout by having more Checkout Stations & Personnel available to check students out:
  - More Urgency/Expedited Process:
    - Consider Bar-Code Scanning Students on their way out to track who left quickly and then later on upload/process those tracked students into IC to indicate their Un-Authorized (but somewhat explained) school departure/check-out. Would still be considered an Un-Authorized Check-Out (Leaving Campus) until after-the-fact when Administrative Decisions could be made about how to treat that situation/event.
    - No Student ID available to scan, or Special Needs Students, go through the more traditional process to make sure they are all appropriately accounted for and helped.

- Enhance Line Management:
  - Mobilize line management devices (i.e. barricades) and line management personnel sooner (ahead of when we "think" mass check-outs might happen).
  - Further separate Parent Line from Student Line, if we can, to lessen confusion and better manage the lines – Consider:
    - Mobile Carts at Mercer side Flagpole Gate to have checked-in parents enter there and line-up on the sidewalk toward Temescal
    - Main Tunnel mid-level platform for line-up thru the tunnel and up the ramp and into Ticket Booth
    - Enter A-Bldg at Flagpole Side and all Exits at Gilbert Side
  - For Non-Emergency Intruder Concern events specifically – Consider line forming/wrapping for Students from Attendance Office toward College Center and then wrapping back toward Library so that the Students are as hidden as possible
  - Further separate Parent Line from Student Line, if possible, to lessen confusion.

- For Non-Emergency Situations - Have PCHS's perimeter security guards strongly encourage School Police or LAPD who are requesting changes to PCHS Standings Orders for perimeter control, to first seek the OK to change these standing orders from an Administrator before making the change (i.e. – Opening a controlled gate), but in no means the PCHS Security Guard disobeying a repeated direct order from School or LAPD once such a requested has been made.

- Consider creating a Hold-Students Safety Mode that is not Lockdown or Barricade-in-Place, and not Shelter-in-Place (which is for Airborne Exposure) but a less severe/concerning mode to help enable an orderly release of students in a non-emergency mass check-out request scenario

- Any/All improvements in root cause solutions (such as Mental Health Student Supports) to prevent students/people from even wanting to threaten anyone in our school community, let alone execute such threats

- Open to other suggestions on all topics.

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Graffiti Incident:

- Follow communication SWOT recommendations above.

- Provide for school community conversations in the Campus Unification Room for students and faculty/staff to debrief and express their feelings about incidents.

- Have 2 additional evening security (ideally 1 until 10 pm and 1 until Midnight) to handle evening activities - One to be roaming, so that the entry/access guard can stay put and control entry/exit while activities and campus are monitored. This also enables breaks and call-outs to be handled in a more safe/secure manner while enabling appropriate people to come and go as needed. Once pandemic and strict entry/access protocols are relaxed to pre-pandemic levels, this could then be reduced to 1 additional guard at night.

- More funding for regular security camera system maintenance (replacing aging cameras) and increasing cameras in certain blind spot locations and additional perimeter locations. The system is now over 10 Years old, so there needs to be annual funding for replacing aging/broken cameras/infrastructure and consideration of additional camera locations.

- As with the above, and/all improvements in root cause solutions (Student Supports) to prevent students/people from even wanting to do this.

- Open to other suggestions to help in this regard.

Other:

- Safety Drills to resume at the start of spring semester. Administration has determined we are going to carve out a 40-60 Minute Activity period on Semester Day 1 on Tue 1/11/2022 to devote to a full review of all 4 of the most common events/drills (Fire, Earthquake, Intruder, Airborne Exposure), to the Evacuation Routes, Locations & Process, and the Request/Reunification Process in a declared emergency situation. After this, monthly safety drills will resume for Jan thru May where each month we focus on a particular event.

- Incorporate the above Safety Overview for Students (and Faculty/Staff) into the Annual Student Orientation so that all Orientation Attendees, and in particular our New Students (mostly 9th Graders), will starting learning right away how we handle such events at PCHS.

- Until the pandemic caused stricter entry/access protocols can be relaxed/eliminated, there should also be additional security on Weekends – 2 Guards at a time at all times. The current 1 Guard with our required entry/access restrictions makes it near impossible to monitor/manage the ongoing activities or patrol campus without halting all regular and appropriate entry/access during their legally mandated breaks or bathroom breaks.

- Many, but not all, feel there should be acceptance, not resistance, over the existing fencing/gates we have. If desired, school can hire 3rd-Party Experts to perform a Vulnerability Assessment related to the existence and usage of perimeter fencing. Discussion on degree of use re opened or closed during certain situations is a good idea, but their existence we should embrace as a vital safety measure for our school community.

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Other (Continued):

- Reach out to LAPD for their SWOT of our social media event, and to see why they opened the front gate that caused the large student exodus. Also - What did LAPD know, how did they know it, why did they come, why did they tell us to open the gate?

- Create a relationship between PCHS and the local LAPD Senior Lead Officer (SLO) and our SRO (School Resource Officer - LAUSD School Police Officer). LAPD on the West Side, and in particular in our local area, has had some turnover since long-standing SLO Michael Moore retired.

- Further establish our SRO, along with our EDP and Lead Incident Commander, as the official liaisons to all outside Emergency Services Organizations (LAPD, LAFD, EMT/Paramedics, ARC, etc.).

- Enhance our online/website Emergency Plan section to include a summary of our Common-4 Safety Drills. The very detailed plan is there, and the details of the Reunification Plan for Students-to-Parents, but thought it may be good to have a summary version for more people to read/review and be informed. Include more of our Evacuation Route/Location Maps as separate links as well (instead of only being in the full School Emergency Operations Plan (SEOP).

- Requiring all student families to have at least three Emergency Contacts and require Cell Text #'s and Email Addresses for all Emergency Contacts provided (confirm situations of a contact not owning/having a cell phone or computer, but also therefore strongly considering different Emergency Contacts that do).

- Considering some kind of Campus Safety Rating Scale or Coding System to be used in shorter communication approaches (i.e. texts or a website home page pop-up).