



<b>SUBJECT</b>	<b>CAMPUS SECURITY ANNUAL REPORT   OKANAGAN</b>
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<b>MEETING DATE</b>	<b>APRIL 13, 2017</b>
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Forwarded to the Board of Governors on the Recommendation of the President

**APPROVED FOR SUBMISSION**

Santa J. Ono, President and Vice-Chancellor

**For Information**

<b>Report Date</b>	March 17, 2017
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**Presented By** Deborah Buszard, Deputy Vice-Chancellor & Principal  
 Rob Einarson, Associate Vice-President Finance & Operations  
 Shelley Kayfish, Director, Campus & and Risk Management  
 Mike McGinty, Associate Director, Campus Security

**EXECUTIVE SUMMARY**

The UBC Okanagan Campus Security 2016 Annual Report provides an update on campus security files, including statistics on personal and property crime for the 2016 calendar year.

Reported personal crime statistic varied prior to the previous year: the number of assaults and indecent were reduced, while uttering threats rose, and reported sexual assaults remained the same. It is recognized that not all victims of crime choose to report incidents so the statistics are not a complete reflection of the activity on campus. Victims of crime may choose to report incidents to Campus Security, Health and Wellness, Student Housing, and/or the local Kelowna RCMP detachment. Included is an appendix which details sex offenses and founded sexual assaults reported to the RCMP. The Annual Report also includes information on blue phone calls, Safewalk, First Aid, and the new UBCSafe app to reflect work being done to support personal safety on campus.

Property crime, including break and enter, theft and theft from auto were the same or higher than in the previous year. Thefts of bikes, backpacks and personal computers/laptops continue to be an ongoing problem on campus. Campus Security works with its campus partners including Student Housing and Hospitality Services, the Library, the Bookstore, and Parking Services, as well as external partners such as the RCMP, to educate the community about ways to prevent property crime.

In 2016, Campus Security was externally reviewed which resulted in a positive assessment of the provision of services and level of community engagement. The department has prioritized recommendations from the review and is committed to implementing further positive strategies to improve campus safety in 2017.

**INSTITUTIONAL STRATEGIC PRIORITIES SUPPORTED**

- Learning     
  Research     
  Innovation     
  Engagement  
 (Internal / External)     
  International  
 or  Operational

**DESCRIPTION & RATIONALE** The Annual Campus Security Report provides information on personal and property crimes on the Okanagan campus.

**BENEFITS** Across the country there is increased interest in security-related issues on campuses. The annual report provides information on both personal and property crimes and will be posted on the Campus Security website for members of the campus community and the general public. To increase transparency, the Annual report and website include the University RCMP’s statistics as well as safety alerts and updates as incidents occur on campus.

Learning, Research, Financial, Sustainability & Reputational

**RISKS** Increases in personal and/or property crimes on campus could affect the reputation of the University, its liability and potentially its finances if students, faculty and staff choose not to study or work at UBC.

Financial, Operational & Reputational

<b>Previous Report Date</b>	March 15, 2016
<b>Decision</b>	For Information
<b>Action / Follow Up</b>	Annual Report

# UBC Okanagan Campus Security Annual Report



2016



THE UNIVERSITY OF BRITISH COLUMBIA

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

## ABOUT CAMPUS SECURITY AT UBC OKANAGAN

Campus Security promotes a safe and welcoming environment for the UBC community, embracing UBC's core values of integrity, mutual respect, equity, and public interest. The team serves over 8,000 students, 1,000 faculty and staff, and nearly 1,700 student residents over 209 hectares and approximately 1.5 million square feet of building space. Campus Security operates 365 days per year with 24-hour coverage and is responsible for core programming such as personal safety, crime and loss prevention through education and training, proactive patrols, the student Safewalk program, UBC Alert (emergency notification system), monitoring critical controls and life-safety alarm systems, and managing CCTV systems and keyless building access control.

As there is no permanent RCMP presence on campus (except during the first few weekends in September when they are contracted to be present), there is a high expectation that Campus Security will respond to all emergencies. This includes, for example, City Transit requests resulting from transit activity, after-hours calls from residences, and close collaboration with external emergency services as well as relevant internal departments as needed.

Campus Security delivers services and executes programs and initiatives in four distinct areas:

- **Monitoring and Patrol Operations:** 24/7 proactive patrols of campus by foot, vehicle and bike; monitoring of critical controls and life-safety alarm systems; after-hour coverage for power engineers.
- **Community Relations and Personal Safety:** community engagement; crime prevention; and safety planning through advice, education and training, e.g. Basic Self-Defence training and the Safewalk program.
- **Access Services:** consultations, installations and technical support for alarm systems, Closed Circuit TV cameras, and keyless access control solutions.
- **Incident Management:** response to all calls for security services, including centralized first aid and automated defibrillator response.

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

## 2016: YEAR IN REVIEW

Overall, the Okanagan Campus remained a very safe place during 2016. As ever, Campus Security continued to strengthen partnerships with UBC departments, faculties, student groups and external agencies such as the Kelowna RCMP and the Kelowna Fire Department as part of the commitment to promoting a safe, secure and welcoming environment to all members of the Okanagan campus community. This was especially evident in the successful visit of Their Royal Highnesses the Duke and Duchess of Cambridge. This was an extremely significant event in security terms requiring months of prior co-ordination with international, federal, provincial and municipal agencies together with the presence on the day of thousands of members of the public and over 50 members of the RCMP.

The priorities for 2016 stemmed from commitments made in previous reports together with the 2016 Campus Security External review and internal Campus Operations and Risk Management (CORM) strategy formulation. The introduction of the mobile Safety Application has been a notable and growing success, and the Campus held a widely attended Active Threat facilitated discussion which has now resulted in a much greater level of preparation.

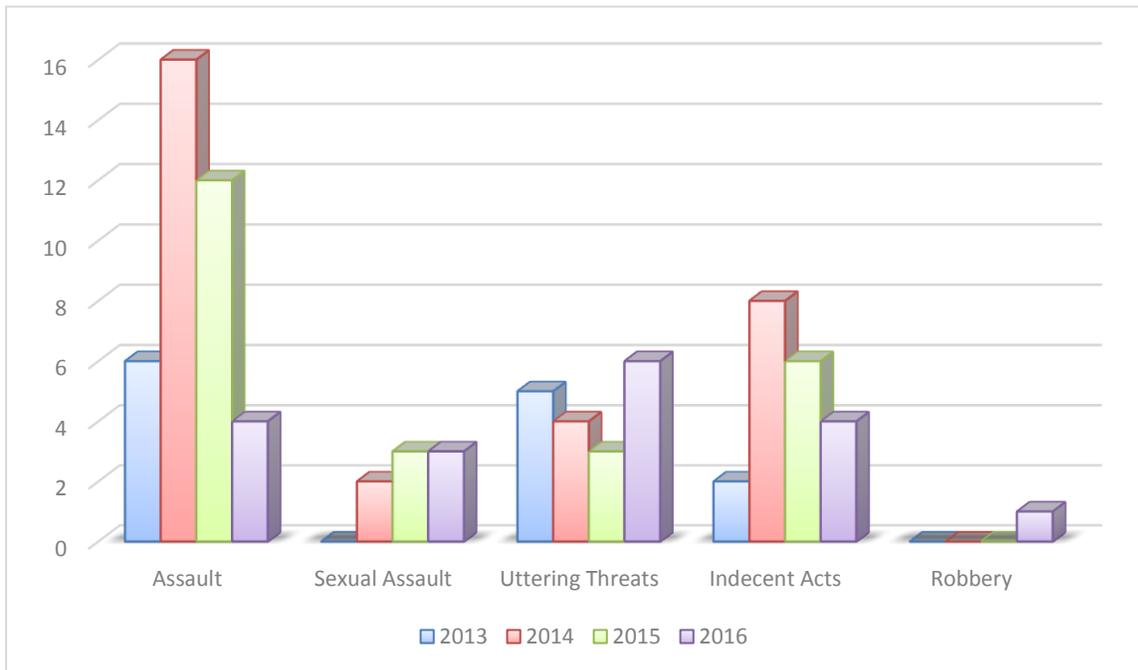
Personal crime (inclusive of Assault, Sexual Assault and Uttering Threats) at the Okanagan campus saw a slight decrease from 18 incidents in 2015 to 13 incidents in 2016; of the 13 incidents, 33% of reported assaults involved non-UBC students and took place at the transit exchange. In response, CORM is now in discussion with the City of Kelowna and BC Transit to identify possible improvements in security related to the planned redesign and expansion of the transit exchange.

Property crime (inclusive of Theft, Theft from Auto and Break and Enter) saw an increase from 31 incidents in 2015 to 53 incidents in 2016. The vast majority remained minor property thefts, largely of unattended property.

Mischief and property damage, mostly of a minor nature, saw a marginal increase from 146 incidents in 2015 to 156 incidents in 2016.

## 2016 STATISTICS: REPORTED PERSONAL CRIME AT UBC OKANAGAN

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016



## **ASSAULT 4 OCCURRENCES**

Of the four reported assaults, one involved a Security Coordinator investigating a theft; the suspect assaulted the Coordinator while trying to flee campus with a stolen product and the police were called. One involved a student fighting with event security at a Student Union function where the police attended and a student was arrested. The third occurred in residence, involving one student on another and was managed by residence staff. The final incident involved a male and female couple who had an altercation regarding a cell phone and was handled by Student Services.

## **SEXUAL ASSAULT 3 OCCURRENCES**

Two of the three incidents reported occurred inside UBCO residences. One of those was forwarded for consideration by the student Non-Academic Misconduct (NAM) committee who were unable to determine responsibility. The other was reported as a historical event that occurred three years ago. The student chose not to report the incident to police and the respondent had already left the University; as a result no evidence could be gathered regarding the incident and no action was possible. The third incident occurred off-campus and was reported by family members; however, the student was unwilling to make any report or disclosure to either Campus Security or the Police.

## **KELOWNA RCMP DETACHMENT SEXUAL ASSAULT STATISTICS**

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

During the period of January 1 – December 31, 2015, the Kelowna RCMP detachment confirmed a total of two complaints. The following table shows the number of sexual assaults reported to the Kelowna RCMP for any incidents occurring at the UBC Okanagan campus.\* The data has been made available as a result of continued University/RCMP partnership.

YEAR	REPORTED* SEX OFFENCES	FOUNDED** SEXUAL ASSAULTS
2009	1	0
2010	1	0
2011	3	1
2012	1	0
2013	1	0
2014	4	1
2015	2	2
2016	1	0

\* When reporting an offence, students may choose to report the offence to Campus Security, the RCMP, or both; as a result, the number of offenses reported may differ between Campus Security and the RCMP.

\*\* **Reported Sex Offences** include all reported sexual assaults and also extend to other sexual crimes against the person (i.e. indecent acts, sexual exploitations, etc.). Note that unfounded and unsubstantiated files will fall into this category.

\*\*\* **Founded** is defined as confirmed by the RCMP that a sexual assault occurred.

## UTTERING THREATS 6 OCCURRENCES

There were six reported occurrences of uttering threats in 2016, up from three last year. The first incident was a result of a minor MVA in a parking lot and words exchanged by drivers. The second was related to an off-campus student death where a family member blamed a UBCO student. A third involved transit patrons panhandling students for money. The fourth involved an altercation between a couple. The final two both occurred online: an email sent to Faculty from a student upset with marks and posts on social media regarding a Faculty member made by a student.

## INDECENT ACTS 4 OCCURRENCES

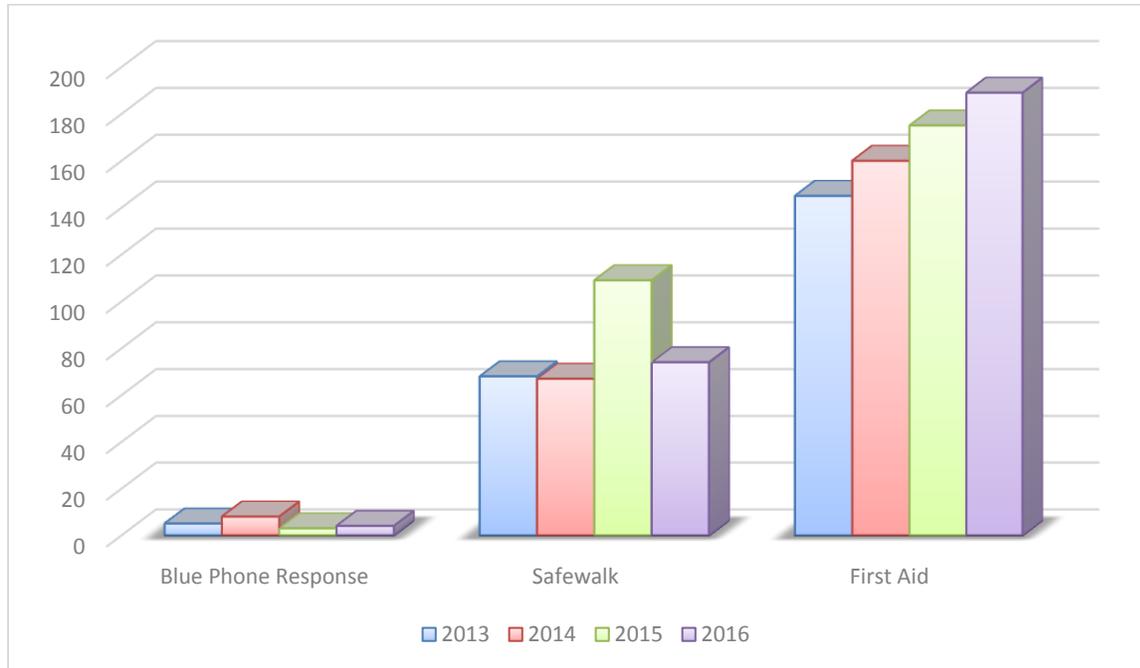
There were four reported occurrences of indecent acts on campus in 2016, down from seven. There was one incident of two students exposing themselves to Campus Security, one incident of public urination, and two incidents involving male and female persons engaging in consensual sexual acts on campus.

## ROBBERY 1 OCCURRENCES

One robbery was reported in 2016 (in comparison to none in 2015); however, the incident occurred off campus (Academy Hill) and the police attended.

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

## 2016 STATISTICS: PUBLIC SAFETY



### **EMERGENCY BLUE PHONE CALLS 4 OCCURRENCES**

There are 35 blue phones located across the Okanagan campus. In 2016, we had four activations, up from three activations in 2015. All four uses of the phones were non-emergency in nature and were verified by a security guard dispatched to the location.

### **SAFEWALK 74 PROVIDED**

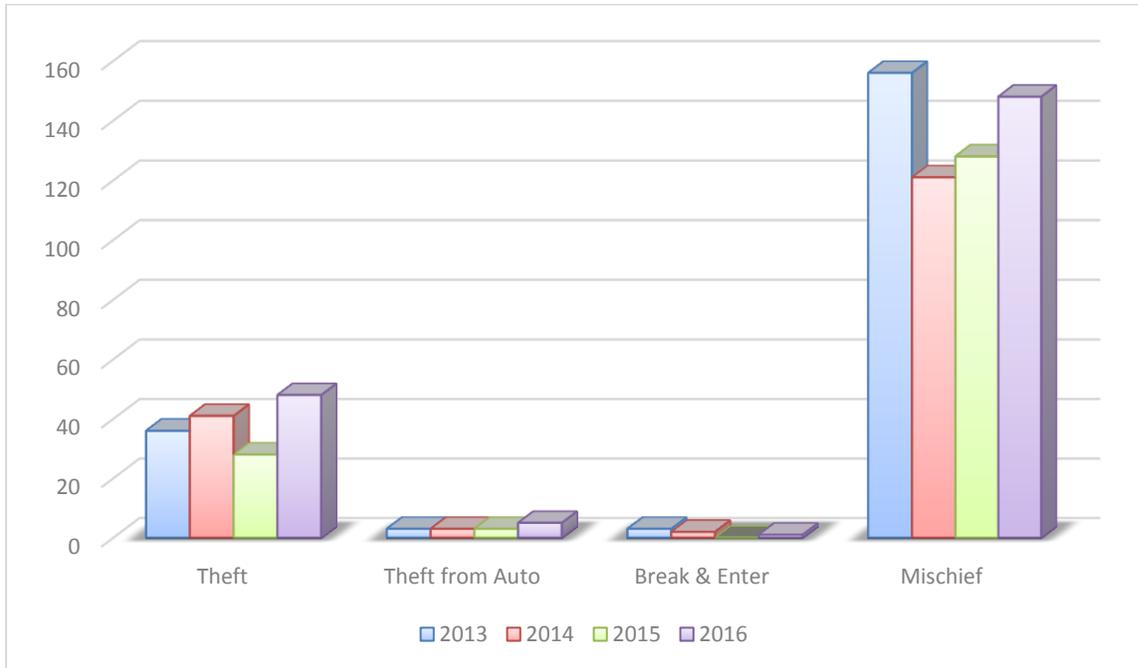
The Safewalk student program, managed by Campus Security, assists faculty/staff/students by escorting individuals by foot to their vehicles, residences and to transit locations on campus. Additionally, when requested, Safewalk staff will check in on those studying or working late in campus offices or public spaces. In 2016, Campus Security supplemented the Safewalk program service by responding to all Safewalk requests even when the student service was not scheduled and now offers a 24-hour Safewalk service to the community.

### **FIRST AID RESPONSE 189 RESPONSES**

Campus Security works in partnership with Risk Management Services to provide not only a centralized first aid service to the campus community, but also to manage cardiac arrest through an automated external defibrillator. In 2016, Campus Security responded to 189 first aid calls, representing an 8% increase in first aid response from 2015 and continuing the upward trend from previous years. This trend is thought to reflect a greater awareness and willingness to call for first aid as opposed to a greater incidence of events. No incidents required the deployment or use of an AED.

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

## 2016 STATISTICS: REPORTED PROPERTY CRIME



### **BREAK AND ENTER 1 OCCURRENCE**

A contractor's tool storage container was broken into and tools stolen.

### **THEFT 48 OCCURRENCES**

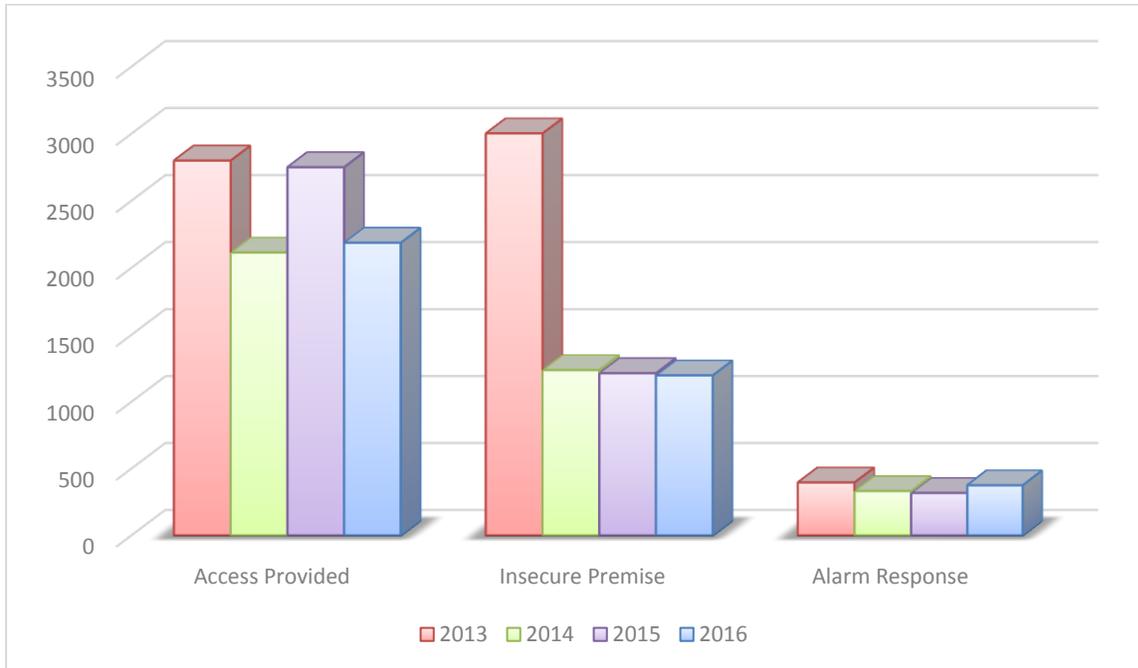
In most cases, stolen laptops, cell phones, backpacks and bags were left unattended in public areas. Stolen bicycles were frequently not locked or were left with devices that were easily compromised. Campus Security continued to actively remind the campus community never to leave personal belongings unattended and to lock bicycles in high-traffic, well-lit areas using a high-quality hardened steel u-lock. 2016 did show a 50% increase in theft involving personal and UBC property largely due to the actions of one prolific thief, a contractor, who was eventually identified. Successful Security investigations in 2016 recovered personal, Government of Canada and UBC property, and identified suspects against whom actions were taken on 3 separate occasions.

### **THEFT FROM AUTO 5 OCCURRENCES**

There was a slight increase from three events last year. The relatively low number of incidences of theft from auto are attributable to proactive patrols identifying unlocked doors and examples of personal possessions left in plain sight. Campus Security also issues Crime Prevention notices to vehicles which have possessions in plain view to remind drivers of the potential for theft.

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

## 2016 STATISTICS: PROPERTY PROTECTION AND ACCESS CONTROL



### **INSECURE PREMISE 1197 OCCURRENCES**

All Okanagan campus interior and exterior doors are verified as secure by Campus Security on a daily basis. In addition, all office and classroom windows are verified and secured when left open after hours. A comprehensive exterior door audit was conducted and is ongoing to ensure that doors continue to be secure.

### **ALARM RESPONSE 375 OCCURRENCES**

Campus Security staff responded to 375 alarms in 2016. As of 2013, Campus Security monitors all campus alarms through the central dispatch office.

### **BUILDING ACCESS 1886 OCCURRENCES**

Campus Security commonly provides access for faculty and staff members who have forgotten their keys. Access to secure areas is also provided to staff, students, external contractors and other service providers with pre-authorized access from the department responsible for the space. Ongoing education to the campus community has ensured a drop from 2252 requests in 2015 by 16 %.

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

## 2016: HIGHLIGHTS AND ACHIEVEMENTS

**Royal Visit** – The largest security event of 2016 was the visit of TRH the Duke and Duchess of Cambridge to the campus as part of their tour of BC. This was an extremely challenging, high-profile and ultimately successful event. Planning was detailed, time-consuming, and involved Campus Security taking a leading role in intimate liaison across the entire campus and with a myriad of external agencies.

**Active Threat Preparation** – A full review of campus preparation for an Active Threat incident was conducted, involving close liaison and a facilitated discussion with numerous external agencies. This informed a revised contingency plan and enhanced training for security staff as a result of which the campus is significantly better prepared for potential incidents.

**RCMP Liaison** – As a result of both of the above items and a continuing concerted liaison effort Campus Security has successfully reinforced a strong, collaborative relationship with the RCMP.

**UBC SAFE Mobile Application** – A Campus Security specific app was successfully introduced during the year. It provides a myriad of information, together with the easy ability to report events, call for first aid, request a SafeWalk and receive event updates. The app has approaching 1000 subscribers, has attracted positive student feedback and resulted in a number of referrals to other campuses including UBC in Vancouver.

**External Security Review** – Campus Security was subjected to welcome scrutiny by a university-wide Campus Security Review, which resulted in a very positive assessment of our overall provision of service and level of community engagement.

**SafeWalk** – Following an increase in 2015, Safewalk numbers returned to previous levels in 2016. This was as a result of some difficulties in attracting and sustaining volunteer staff and the loss of traffic that they generated proactively. To remedy this, Campus Security went to a 24-hour provision model, with contract guards providing after-hours service when volunteers were not available.

**Access Control** – Campus Security continues to administrate the keyless access system (Salto) which controls 98% of campus doors. This resulted in more than 1886 short notice requests for access during the year, while more than 8000 users are supported by the system overall. In addition, this year a full audit and rectification program was instituted after it was identified that a number of doors were remaining unlocked despite staff believing they were functioning correctly. As a result of this work and close co-operation with contractors and Facilities Management, Campus Security has ensured that 100% of external access doors are now securing correctly. This is formally audited weekly for confirmation, on top of Campus Security responding to any user-reported failures.

# UBC OKANAGAN CAMPUS SECURITY

## ANNUAL REPORT 2016

**First Aid and Automated Defibrillator (AED) Program** – As part of the centralized first aid program administered by Risk Management Services, Campus Security attends all calls for first aid. In 2016, 189 occurrences were reported for this service. This rise of 8% since last year is part of an ongoing trend for increased occurrences, reflecting increased knowledge of, and confidence in, the service.

**Event Management**–Campus Security administers the process for the approval of all significant campus events. In 2016, this amounted to 121 campus events, all of which were screened and co-ordinated with other departments. As in previous years, in 2016, the Okanagan campus served as the site for two large, outdoor student-organized events in April and September where close to 3000 attended. The application process, format and template for these events has now successfully been institutionalised and all involved parties (including the City of Kelowna, RCMP and BCAS) were very satisfied.

**Non-Academic Misconduct Program (NAM)** – Campus Security continues successfully to review incidents and determine whether students are candidates for the Non-Academic Misconduct Program. This oversight enables Campus Security to interface directly with students and promotes early intervention, and, where necessary, handoff to the committee.

**After Hours Coverage for Power Engineers** – Campus Security continues to support Facilities Management by providing after-hours boiler inspections to fulfill WorkSafeBC requirements. In 2016, this coverage again amounted to approximately 2000 hours and significant cost-savings.

**Wild Fire Response** – During 2016, Campus Security took delivery of a UTV fitted with basic firefighting equipment. This was provided in response to the level of risk implicit in the campus location in the urban wildfire interface and the lack of on-site fire department. It is manned by appropriately trained Campus Security staff who are also fully trained volunteer firefighters. The UTV was activated on four occasions in 2016 and proved the utility of its ability to respond extremely rapidly when any fire event was at its easiest to deal with.

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

## **2017 GOALS AND OBJECTIVES**

### **SECURITY CONTRACT RENEWAL**

The current contracted guard service, provided by Securiguard, expires at the end of 5 years in April 2017. During the summer of 2016, Campus Security conducted a review of the current provision and concluded that it was prudent to continue with a contracted solution. To this end, it is intended that a seamless transition will be made to a renewed contract solution, delivering even better value and incorporating lessons and best practices from the current contract.

### **ARMED THREAT EDUCATION**

Following the successful consultations and the formulation of a comprehensive contingency plan, 2017 will see introduction of a widespread 'Run – Hide – Fight' awareness, education and training campaign for campus community groups. Though predominantly delivered online, the program will also involve the opportunity for face-to-face briefings of key groups or of those interested at key times.

### **NALOXONE PROVISION**

In response to the increased risk of opioid overdose among the campus population, Campus Security staff will be equipped and trained to provide Naloxone as part of their first aid response. This is intended to be in nasal spray form to give maximum flexibility.

### **IT SUPPORT TO SECURITY**

It has been identified through CORM strategy work that there is a growing deficit of understanding in the administration and integration of security-related IT systems (Salto Access, CCTV, Alarms, D3 reporting). As a result, a dedicated IT specialist has been identified to provide an enhancement to that understanding. This will enhance both day-to-day efficiency and help generate a long-term roadmap for future IT support to Security.

### **COMMUNITY NETWORK - SAFETY LIAISON**

The campus intends to institute a periodic forum for discussion of subjects of mutual interest between UBCO and its neighbours. Campus Security is to be a key aspect of that forum and those discussions in order to ensure that an optimum security solution is found for those commercial residences located at the very boundary of the UBCO campus, for which the university can have no formal responsibility but nevertheless has an interest in understanding and ideally in seeing safety and support provided for the largely student population therein.

# UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2016

## **VIOLENCE PREVENTION**

Despite the overall safety of campus, there is always some potential for violent acts to occur. In response, Campus Security intends to increase its engagement with both general education and preparation for potential workplace violence, and with identifying and being involved with behavioral intervention in the event that a more specific risk is identified.

## **SAFETY PROGRAMS**

Campus Security will continue to emphasise and market the availability of the Safewalk program with a view to improving provision even more in 2017. Closer co-operation with student first aid volunteer groups is also under consideration to enhance service.

## **EVENT MANAGEMENT**

Following on from the successful introduction of the standardized process for large campus events (involving over 1000 people), it has been identified that a further category is required. In 2017, it is intended to introduce an intermediate process for smaller events which nevertheless have the 'Potential to Interfere' with normal operations.

## **SEXUAL ASSAULT PREVENTION**

Campus Security is looking forward to being engaged to the maximum extent possible in the implementation and support of the forthcoming renewed university sexual assault policy.

## **MANAGEMENT AND ADMINISTRATION**

In 2016, Campus Security benefitted from the opportunity to examine practices and processes as part of an overall CORM Strategy formulation process. This resulted in an enhanced identification of quality improvement changes and overall goals which continue to be implemented throughout 2017.

## **MONITOR AND FORECAST**

Campus Security will continue to monitor personal crime incident trends and develop proactive controls as needed.

