

<b>SUBJECT</b>	<b>UBC OKANAGAN CAMPUS SECURITY ANNUAL REPORT 2018</b>
<b>MEETING DATE</b>	<b>APRIL 2, 2019</b>

Forwarded on the Recommendation of the President

**APPROVED FOR  
SUBMISSION**



for Santa J. Ono, President and Vice-Chancellor

**FOR INFORMATION**

<b>Report Date</b>	March 1, 2019
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**Presented By** Deborah Buszard, Deputy Vice-Chancellor and Principal  
 Rob Einarson, Associate Vice-President Finance & Operations  
 Shelley Kayfish, Director, Campus Operations & Risk Management  
 Troy Campbell, Associate Director, Campus Security

**EXECUTIVE SUMMARY**

The UBC Okanagan Campus Security 2018 Report provides and update on campus security accomplishments, priorities, and statistics on personal and property crime reported to Campus Security for the 2018 calendar year.

Reported personal crime statistics, including assaults, sexual assaults, indecent acts, and robbery, were the same or lower compared to 2017, with uttering threats higher in 2018. 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 RCMP detachment. Included is a table which details sex offenses and founded sexual assaults report to the RCMP. The Annual Report also includes information on the emergency blue phone calls, Safewalk, and First Aid responses, to reflect work being done to support personal safety on campus.

Incidents of property crime including thefts and mischief declined compared to the previous year, while break and enters rose from zero to six to occurrences. Thefts from bikes, backpacks and personal computers/laptops continue to be a problem on campus. Campus Security works with its campus partners such as 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 2019, Campus Security will focus on proactively addressing potential for violence on campus, ensuring sustainable security technology systems such as keyless access and intrusion alarms, improve support to higher risk areas such as the Transit Exchange through community partnerships, and seek to understand and proactively address neighbouring impacts such as residential developments and better connectivity to campus.

**STRATEGIC CORE AREAS SUPPORTED**

- People and Places
- Research Excellence
- Transformative Learning
- Local / Global Engagement

**DESCRIPTION & RATIONALE** The Annual Campus Security Report provides an update on personal safety and property crime incidents 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 RCMP statistics.

Learning, Research,  
Financial,  
Sustainability &  
Reputational

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

Financial,  
Operational &  
Reputational

**Previous Report Date** April 6, 2018

**Decision** For information

**Action / Follow Up** Annual Report

# CAMPUS SECURITY ANNUAL REPORT 2018

## UBC'S OKANAGAN CAMPUS



THE UNIVERSITY OF BRITISH COLUMBIA

Campus Operations and Risk Management  
ADM 106, 1138 Alumni Avenue  
Kelowna, BC V1V 1V7



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## MESSAGE FROM SHELLEY KAYFISH, DIRECTOR OF CAMPUS OPERATIONS & RISK MANAGEMENT

On behalf of the UBC Okanagan Campus Security team, I am pleased to present the 2018 annual report. This report highlights what has occurred within the campus community throughout 2018, with the direction for 2019 informed by learned experiences and the data captured over the last year.

The goal of Campus Security is to promote a safe and welcoming environment for the UBC community, embracing UBC's core values of integrity, mutual respect, equity and public interest. This includes implementing core programming such as promoting education around personal safety and crime and loss prevention, maintaining the campus's emergency notification system, and monitoring life-safety alarm systems.

Campus Security realized a number of successes in 2018. Achievements included:

- supporting action needed for the legalization of cannabis;
- forecasting potential security challenges associated with new points of physical access to campus (i.e. new roadways and municipal pedestrian and cycling infrastructure) and the pedestrianization of University Way;
- coordinating with stakeholders to ensure that physical safety and security infrastructure (i.e. secured doors, CCTV, emergency phones, etc.) were in place in the new Commons Building, and;
- partnering with the student Emergency First Aid Response Team to further enhance the central provision of first aid on campus.

As we look ahead, Campus Security is prepared to meet its challenges going into 2019. In particular, the department is preparing to implement a revised Salto (keyless access) Control Policy after requesting feedback from key campus stakeholders in 2018.

Campus Security will also undertake a Contract Service Review to address the ongoing challenges that arise from contracting security guards from private companies. While the department has grown and strengthened over the years to include in-house dispatchers, security managers, and an Associate Director, contract guards continue to be used for basic security services (i.e. building foot patrol, alarm response, first aid) 24/365.

Over the past year, several issues, including rising contract costs, decreased quality of service, and an increasingly difficult market in the security service overall, have demonstrated the need for a significant overhaul of the current contract guard model. Strategies for increasing compliance with the security guard contract and the potential move to an in-house model will both be considered as part of the Contract Service Review.

Finally, Campus Security was engaged as a university stakeholder to create a multi-disciplinary Threat Assessment Team (TAT), in consultation with subject matter experts and other post-secondary institutions, to determine how best to triage and respond to an individual whose behaviour has or may become violent, in order to better ensure the safety of the campus community. Campus Security is a key contributor towards finalization of the team's Terms of Reference, which are intended to clarify the roles and responsibilities of team members and protect the rights and well-being of all individuals involved in a threat assessment.



## 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 more than 9,900 students, 1,200 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), and monitoring critical controls and life-safety alarm systems, as well as managing CCTV systems and keyless building access control.

As there is no permanent RCMP presence on the Okanagan 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, Regional Transit requests resulting from activity at the transit exchange, after-hours calls from residences, and close collaboration with external emergency services as well as other University 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; and after-hour coverage for power engineers.
- **Community Relations and Personal Safety:** community engagement; positive and proactive relationships with the Associate Vice-President Students portfolio, Human Resources, Student Housing and Hospitality Services (SHHS), and the UBC Students' Union Okanagan (UBCSUO) based on understanding support needs; and 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 service, including centralized first aid and automated defibrillator response.

## 2018: YEAR IN REVIEW

In addition to addressing new needs on campus arising from the opening of a major new building, new access points to campus, and the legalization of cannabis, Campus Security has continued to strengthen its relationships with external partners, working with the RCMP to finalize a Memorandum of Understanding that will further clarify the responsibilities of Campus Security and the RCMP on campus, and working with the City of Kelowna to provide a joint proposal for increased security at the Regional Transit Exchange on campus.



Improving the security of transit exchange users, including UBC students, faculty, and staff, continues to be a priority. In 2018, Campus Security provided first aid to a visitor at the Transit Exchange who was experiencing an opiate overdose (absence of vital signs). Due to a previously-identified need to increase first aid training around overdose response, Campus Security was able to administer Naloxone and signs of life returned in the individual experiencing the overdose.

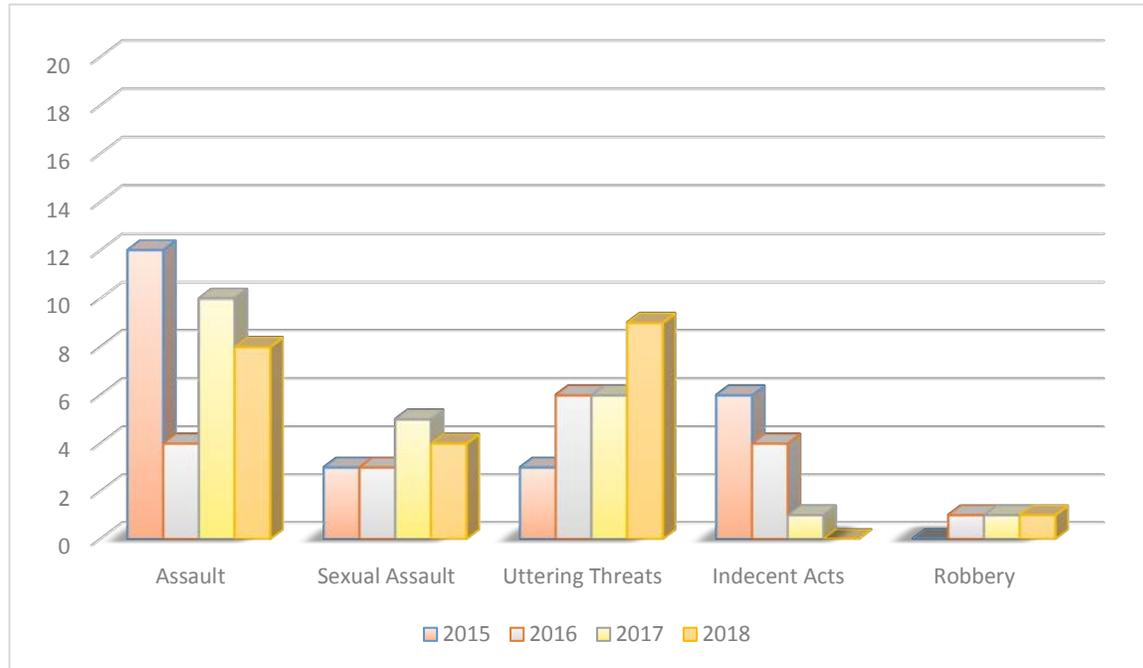
Campus Security continued to increase its understanding of and reduce risks relating to the various IT systems that support the administration, delivery, and control of physical security on campus. In 2018, Campus Security, with the support of IT Services, initiated a Security IT Systems Review and provided support for CCTV and intrusion alarms. As a result, Campus Security decreased its reliance on contractors to install, maintain, and troubleshoot critical security systems. This work will continue in 2019 with a focus developing a sustainable roadmap for keyless access (Salto).

Personal crime (inclusive of Assault, Sexual Assault and Uttering Threats) at the Okanagan campus remained steady with 21 incidents in 2018 (same number in 2017); 14% of all incidents were related to the Transit Exchange, steady from 2017 and a reduction from years prior, which speaks to the success Campus Security has had in working closely with BC Transit and the RCMP to identify transit users that are known as potential risks to personal safety of others. Four Sexual Assaults were reported to Campus Security, and 3 took place off Campus.

Property crime (inclusive of Theft, Theft from Auto and Break and Enter) saw an increase from 58 incidents in 2017 to 65 incidents in 2018. Seventeen involved unattended vehicle, 14 were stolen bicycle reports, 5 were laptops and 7 incidents took place off Campus.

Mischief and property damage, mostly of a minor nature, saw a decrease from 145 in 2017 to 101 incidents in 2018.

## 2018 STATISTICS: REPORTED PERSONAL CRIME AT UBC OKANAGAN



### ASSAULT (8 OCCURRENCES)

Of 8 reported assaults, 3 were a physical altercations involving non-students at the transit exchange, the student-run Well Pub, and in the Engineering, Management and Education Building. Four involved students in both the Academic and Residence portions of Campus. The final incident involved an allegation of an assault of a student by an entire class and faculty, however an investigation suggested this related to a mental health issue and no assault likely took place.

### SEXUAL ASSAULT (4 OCCURENCES)

Three of 4 incidents reported to Campus Security involved students, and 2 of these took place off Campus. All incidents were referred to the Sexual Violence Prevention and Response Office (SVPRO). The final incident took place off Campus and involved two contractors working on the John Hindle Drive Expansion (overseen by the Province/municipality). RCMP approached Campus Security requesting any possible CCTV footage that may have pertained to the incident; however, no footage relevant to the incident was available.

### KELOWNA RCMP DETACHMENT SEXUAL ASSAULT STATISTICS

During the period of January 1 – December 31, 2018, the Kelowna RCMP detachment confirmed a total of one compliant, which was founded. The following tables show the number of sexual assaults reported to the Kelowna RCMP for any incidents occurring at the UBC Okanagan campus. This 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
2017	2	1
2018	1	1

\* **Reported Sex Offences** include all sexual assaults as well as other sexual crimes against a person (i.e. indecent acts, sexual exploitations, etc.) reported by UBC Okanagan to the RCMP, as per the RCMP's records. Note that files on incidents considered unfounded and/or unsubstantiated fall into this category.

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

**UTTERING THREATS (9 OCCURENCES)**

There were 9 reported incidents of uttering threats in 2018.

Three of these incidents involved online or social media activity where all suspicious parties were identified; only 1 was a student. Three of these incidents involved non-students at the Transit Exchange. One involved a non-student threatening Security staff in the Dispatch Office. One involved a parking dispute between two students off Campus. The final incident involved a student making threats against his family in public on Campus, and the student was referred to Health and Wellness for counselling.

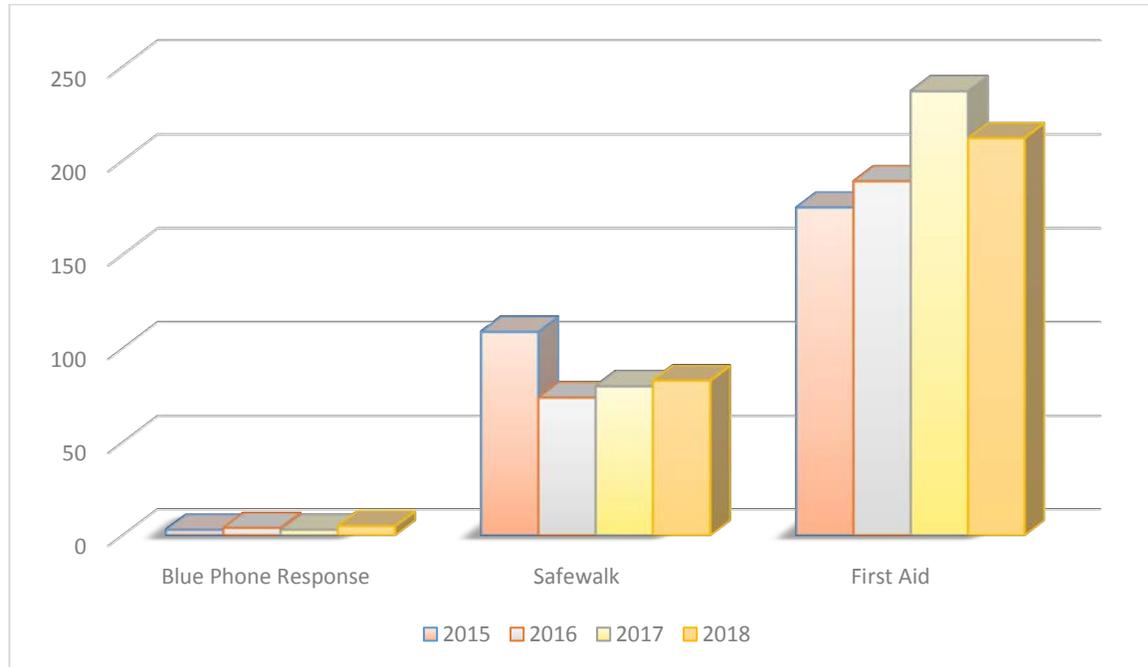
**INDECENT ACTS (0 OCCURRENCE)**

There were no reported occurrences of indecent acts on campus in 2018.

**ROBBERY (1 OCCURRENCE)**

There was 1 reported occurrence of robbery on campus in 2018. A non-student assaulted and robbed a taxi driver outside the Valhalla Residence. RCMP apprehended the suspect.

## 2018 STATISTICS: PUBLIC SAFETY



### EMERGENCY BLUE PHONE CALLS (5 OCCURENCES)

There are 35 emergency blue phones located across the Okanagan campus. All five uses of the phones in 2018 were non-emergency in nature and were verified by a security guard dispatched to the location.

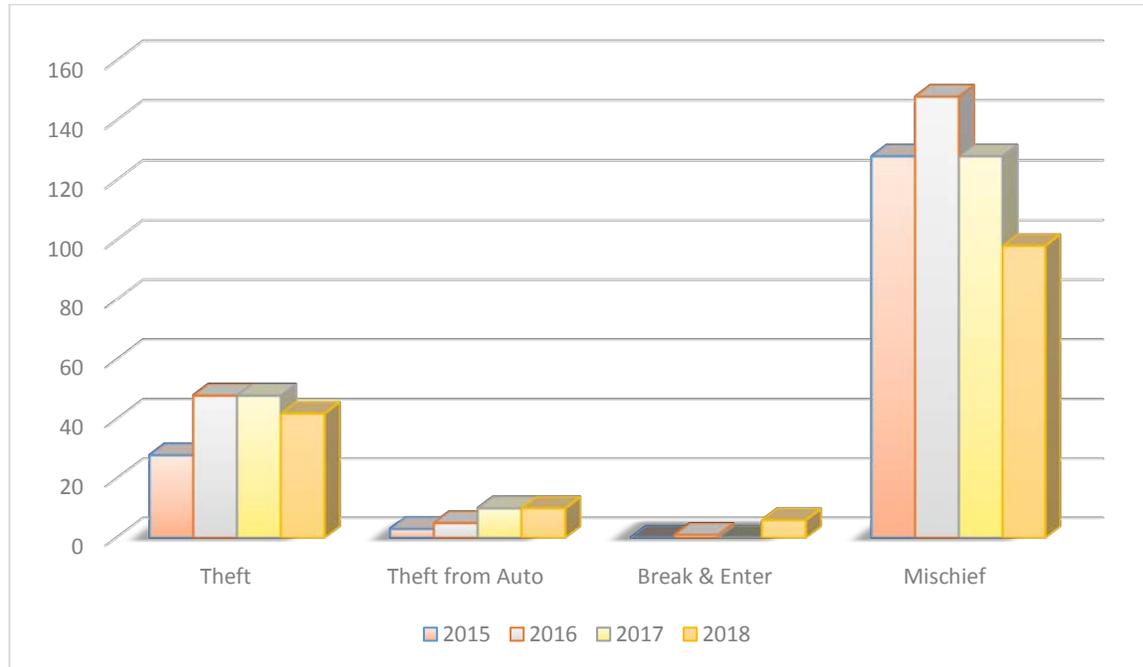
### SAFEWALK (83 PROVIDED)

The Safewalk program assists students/faculty/staff 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 2018, the program moved to a partnership between Campus Security and the Residence Life-managed student volunteers in the Emergency First Response Team. This change proved successful in strengthening and increasing the visibility of this service to the Okanagan campus community. Service held mostly steady with a slight increase from 80 incidents in 2017 to 83 in 2018.

### FIRST AID RESPONSE (212 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 the automated external defibrillator program. Campus Security is assisted in providing Campus-wide first aid to students through the Residence Life-managed student volunteers in the Emergency First Response Team. This partnership has proven successful through its first 3 years of existence.

## 2018 STATISTICS: REPORTED PROPERTY CRIME



### BREAK AND ENTER (6 OCCURRENCES)

There were 2 break and enters of note in 2018; one involved a student into a faculty office and the other involved a non-student apprehended by Security while inside a UBCSUO retail space after hours. Of the other 4 incidents, 1 involved a Campus space being used inappropriately by students, 2 involved locks to secure spaces being missing with no property having been removed, and the final incident took place off campus.

### THEFT (43 OCCURRENCES)

Overwhelmingly, theft of personal property is a crime of opportunity. 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. These efforts appear to be having a positive impact, with a 12.5% decrease in reported incidents from 2017.

### THEFT FROM AUTO (10 OCCURRENCES)

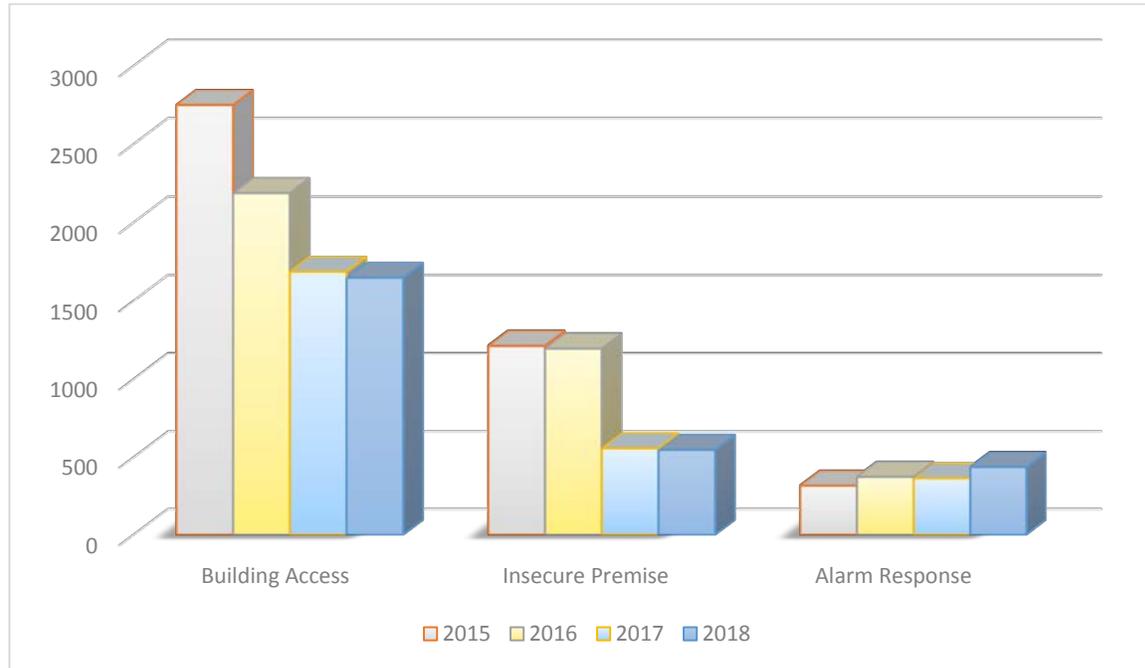
Infrequent reports of theft from auto are attributable to proactive patrols identifying unlocked doors and examples of personal possessions left in plain sight.

### MISCHIEF (98 OCCURRENCES)

Most occurrences of mischief on campus involve vandalism, particularly around campus construction sites (i.e. disturbance or removal construction barriers). The decrease in occurrences is attributed to several factors: large events hosted by the UBCSUO that provide students with entertainment in a controlled environment, in which Campus Security

is a significant stakeholder; the Early Alert System, in conjunction with Health and Wellness, which allows Campus Security to connect students in need with mental health resources; and a strong relationship with the RCMP resulting in better enforcement on campus.

## 2018 STATISTICS: PROPERTY PROTECTION AND ACCESS CONTROL



### INSECURE PREMISE (550 OCCURRENCES)

All Okanagan campus interior and exterior doors are verified as secure by Campus Security daily. In addition, all office and classroom windows are verified and secured when left open after hours.

### ALARM RESPONSE (439 OCCURRENCES)

Campus Security staff responded to 439 alarms in 2018. Campus Security monitors all campus alarms, including building trouble alarms and anything monitored by the BMS system, through the central dispatch office. There was a 20% increase in incidents from 2017.

### BUILDING ACCESS (1646 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.



## 2018: HIGHLIGHTS AND ACHIEVEMENTS

### ADDITIONAL GUARD PROVISION

In the fall of 2018, Campus Security received funding to hire an additional contract guard in order to accommodate increased campus size, population, and building open hours. This guard represents the first increase in contract guards on campus since 2005. The guard will be scheduled during peak times and prioritized to areas of concern in an attempt to deter theft and other delinquent behaviour.

### ROADMAP FOR SUSTAINABLE SECURITY SYSTEMS

In 2017, it was recognized that the department's existing CCTV server storage was inadequate and, as a result, cameras were not recording at an optimal performance level. In 2018, Campus Security increased the server storage by 2 terabytes, which improved the cameras' resolution and increases the utility of recorded CCTV footage for investigative purposes. Training was also provided to Campus Security personnel which reduced staff's reliance on contractors to use and maintain the cameras.

### MEMORANDUM OF UNDERSTANDING WITH THE RCMP

Campus Security maintains a strong working relationship with both the RCMP and the City of Kelowna (the City). In 2018, Campus Security worked with the Kelowna RCMP to draft a Strategic Collaboration Memorandum of Understanding with the City (the MOU) that will enhance campus community safety by codifying clear roles, responsibilities and boundaries, effective communication protocols, efficient use of UBC and City resources, and collaborative initiatives that support the sharing of resources and expertise in community safety education, training and emergency response. A final draft of the MOU is undergoing legal review with staff at both UBC and the RCMP.

### ROAD SAFETY

A number of traffic and pedestrian incidents during 2017 highlighted the risks still implicit in traffic and pedestrian activities on campus. In 2018, Campus Security worked with the RCMP to provide increased enforcement around speeding and distracted driving on campus grounds, as well as at important access points to campus (i.e. John Hindle Drive). Campus Security also worked with ICBC to provide education and resources (i.e. reflector giveaways) to the campus community around pedestrian safety on campus.

### TRANSIT LIAISON

The completion of the new Regional Transit Exchange in late 2017 resulted in increasing volumes of transit traffic, including both students and members of the community. In response, Campus Operations and Risk Management initiated a collaborative approach to managing issues, including security concerns, with the City of Kelowna, BC Transit, and the RCMP. In 2018, Campus Operations and Risk Management worked with the City of Kelowna to submit a joint proposal for enhancing the provision of security to Transit operators and users while on campus. As a result of this proposal, in February 2019 the City announced that it would provide additional funding to enhance the security of the Transit Exchange.

### CRIME PREVENTION

Campus Security and RCMP partnered in delivering a bike registry program ("Project 529") as well as educational campaigns to provide information on adequate bike locks and strategies on how to reduce the risk of being a victim of property crime. In 2019, Campus Security will examine whether greater accessibility to campus is having an impact on theft



and crime on campus, as well as whether efforts such as Project 529 are making a positive difference.

### FIRST AID AND NALOXONE

In 2018, Campus Security began providing dispatchers with Occupational First Aid Level 2 training. This training was to prepare dispatchers in the event their services were needed for first response or to support a response.

In addition, all Security personnel were provided Naloxone and training for respiratory failure via opiate overdose. In 2018, a dispatcher responded to an incident on a bus at the Transit Exchange (at the request of BC Transit) involving a transit passenger experiencing an opiate overdose (absence of vital signs). Campus Security administered naloxone and signs of life returned.

### MANAGEMENT AND ADMINISTRATION

In 2018, the department conducted an environmental scan that provided insight on making positive changes to workplace culture. Steps taken to support a respectful and fulfilling workplace included the creation of a dedicated Associate Director, Campus Security (a role previously split between Campus Security and Risk Management Services) and a new Senior Dispatcher to ensure strong leadership and a sense of team among Campus Security personnel. These new roles will allow Campus Security to further strength staff onboarding, continual training, and opportunities for growth and development

## 2019 GOALS AND OBJECTIVES

### THREAT ASSESSMENT TEAM

The formalization of a Threat Assessment Team (TAT) is slated for spring of 2019. Funding has been received to ensure that the multidisciplinary team will receive the necessary education and training to increase confidence in assessing the potential for violence on campus. These assessments will form the basis of recommendations that are made to the Associate Vice-President Students or Human Resources regarding potentially threatening behavior from faculty, staff, and students.

### RELATIONSHIPS WITH EXERNAL AGENCIES

Campus Security will ensure continued engagement in combined enforcement meetings with external agencies. This includes multiple stakeholders including City, RCMP, UBC Okanagan, Okanagan College, BC Transit, First-Transit, and the Downtown Kelowna Association. The objective of these meetings is to share information, trends and issues and what is being done to address them.

In addition, Campus Security will continue to participate in Emergency Response Team (ERT) meetings on active shooter scenarios. This includes meetings with RCMP ERT, planning for active shooter scenarios on campus, determining the best way for RCMP to access campus for quickest response including RCMP tour of campus, as well as ensuring emergency backpack plans.

### SALTO ACCESS SUSTAINABILITY AND CONTROL

The Salto keyless entry system was put in place to protect people, property, information, privacy, and the greater UBC Okanagan community. By regulating and monitoring access, the security of entry points is maintained and entry points can be audited to detect breaches. A new protocol has been drafted and will be implemented across campus to



ensure the Salto system continues to deliver the best possible security and access control outcomes.

In addition, IT Services and Campus Security will conduct a review of Salto to ensure a sustainable future for the campuses keyless access system.

### GUARD SERVICES REVIEW

Due to broader issues in the contract security market, Securiguard has not been able to provide a needed third guard. To address this challenge, Campus Security developed a proposal to have an independent contractor fill this role, with the expectation that this position would further improve campus relationships, have greater knowledge about problem areas in order to effectively address issues, and be trained to a higher level. This guard will model the responsibilities that an “in-house” guard structure may provide in the future, and be supported by a Senior Dispatcher who will oversee both the dispatchers and the guards, with a focus on strengthened onboarding, continual training, contractor oversight, and effective communications.

### LEGALIZATION OF CANNABIS

With the legalization of cannabis, and UBC’s approach to cannabis use on campus (as per amendments to Policy #15 – Smoking and Smoking Product Promotion on Campus), Campus Security partnered with Health and Wellness to better understand the impact of legalization. A team of students were hired to conduct an observational review of cannabis and tobacco use on campus in the fall of 2018. As a result, a number of recommendations were put forth and will be reviewed for possible implementation in 2019.

After legalization but prior to approval of amendments to Policy 15, interim procedures were crafted that restricted the use of cannabis in existing smoking gazebos on campus. Out of the six campus gazebos, three were designated for both cannabis and tobacco use. Campus Operations and Risk Management will be requesting executive approval in 2019 to continue this restriction once the policy is approved to allow for more information to be gathered to better understand some of the potential issues associated with this approach.

### ROAD SAFETY

A number of traffic and pedestrian incidents during 2018 highlighted the risks still inherent in traffic and pedestrian activities on campus. As a result, in 2019 there will be a more sustained campaign of road safety awareness and enforcement, in concert with ICBC and the local RCMP detachment. Campus Security will also continue to support the approval of traffic management plans associated with campus construction, and education associated with safe campus routes up to the University Heights neighbourhood adjacent to campus (private condos and residences) and other areas around campus.

### REGIONAL TRANSIT EXCHANGE SUPPORT

Campus Security worked closely with the City of Kelowna, First Transit, and BC Transit, to address identified Transit Exchange issues relating to personal safety. As a result, the City will be providing \$10,000 to begin supporting security resources applied to the Transit Exchange. This gesture is a good example of operationalizing the MOU signed in 2017 between the City and UBC. It is the intent of Campus Security and the City to gain a better understanding of issues associated with the Transit Exchange in 2019 so these issues can be proactively and collaboratively addressed in the future.