SUBJECT	UBC VANCOUVER ANNUAL SECURITY REPORT 2018
MEETING DATE	APRIL 2, 2019

APPROVED FOR SUBMISSION	Forwarded on the Recommendation of the President _____ for Santa J. Ono, President and Vice-Chancellor

	FOR INFORMATION
Report Date	March 15, 2019
Presented By	Ainsley Carry, Vice-President Students Debbie Harvie, Managing Director, University Community Services Ali Mojehdi, Acting Director, Campus Security

EXECUTIVE SUMMARY

The UBC Vancouver Campus Security Annual Report 2018 provides an update on campus security files, including statistics on crimes against persons and property crime for the 2018 calendar year that were reported to Campus Security.

In 2018, reported crimes against the person statistics, including assaults, sexual assaults, indecent acts and uttering threats were lower compared to 2017. Sexual assaults, reported to Campus Security, decreased by 1 incident (7 to 6 compared to 2017). We recognize that not all sexual assaults are report to Campus Security and/or the University RCMP detachment. With the approval of UBC's Policy 131 Sexual Assault and other Sexual Misconduct, and the opening of the Sexual Violence Prevention and Response Office individuals have other support available to them now on campus. As in recent years, the RCMP's sexual assault statistics are also included in the Annual Report (Attachment A). The Annual Report also includes information on the utilization of the blue phones, safety transports and battery boosts to reflect the department's ongoing efforts to support personal safety on campus.

Property crime incidents, including theft and theft from auto, were higher in 2018 versus 2017. Thefts of bikes and personal laptops continue to be a challenge on campus. The department is targeting these thefts using weekly incident reports and incident mapping (Appendix B) to more effectively deploy staff resources and to develop proactive property protection programs. Break and Enter reports decreased by 8 incidents in 2018.

Attachments
1. UBC Vancouver Campus Security Annual Report 2018

STRATEGIC CORE AREAS SUPPORTED

☑ People and Places   ☐ Research Excellence   ☑ Transformative Learning   ☐ Local / Global Engagement

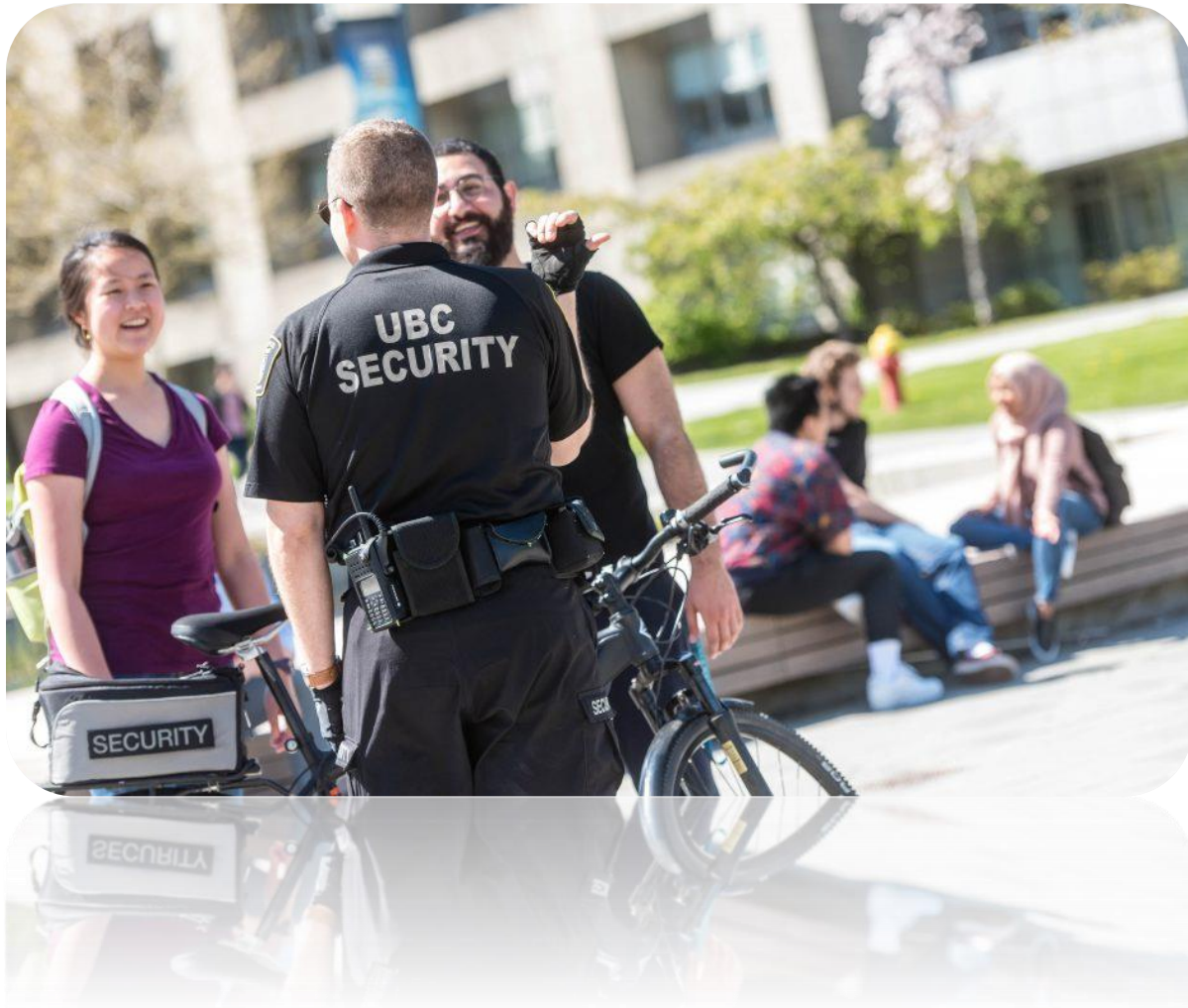|	
DESCRIPTION & RATIONALE	The Annual Campus Security Report provides an update on personal safety and property crime incidents on the Vancouver Campus.

BENEFITS Learning, Research, Financial, Sustainability & Reputational	Across the country, and internationally, there is increased interest in security-related issues on university campuses, particularly related to sexual assaults. The Annual report provides information on both personal and property crimes. The Annual report is available on the Campus Security website for the campus community and the general public. To increase transparency, the Campus Security website includes the current Annual Report and previous editions, University RCMP's statistics and safety alerts and updates.
RISKS Financial, Operational & Reputational	Increases in personal and/or property crimes on campus could affect the reputation of the University and potentially its finances if students, faculty, staff and alumni choose not to study, work or donate to UBC.

Previous Report Date	March 16, 2018
Decision	For information
Action / Follow Up	Annual Report

THE UNIVERSITY OF BRITISH COLUMBIA

UBC VANCOUVER

CAMPUS SECURITY

ANNUAL REPORT 2018

On behalf of the Campus Security staff we are pleased to present the 2018 UBC Campus Security Annual Report.   Throughout the year the security team focused on proactively addressing safety and security issues on campus in partnership with Risk Management Services, Vice President Students' office and local agencies, including the campus RCMP detachment, Vancouver Fire Services and BC Ambulance Services.

This report highlights what has occurred within the campus community throughout 2018.

Campus Security staff work 24/7 to support a safe and secure campus environment where all members of the community can study, teach and work.   The dedicated members of the department continue to work in support the University's strategic goals.

Debbie Harvie, Managing Director, University Community Services
Ali Mojdehi, Interim Director, Campus Security

2018: YEAR IN REVIEW

Campus Security focused on four key areas in 2018 – community engagement, building security assessments, developing a new, enhanced website and ensuring that staff have the tools and equipment to function effectively.

In 2018 the Campus Security team proactively engaged with students, faculty and staff on campus. To reach out to UBC students, Campus Security staff increased their presence at main access corridors and hubs, thereby being available to answer questions and engage in conversations with students across campus. Staff utilized outreach meetings, town halls and ongoing meetings with departmental administrators to improve communication with the campus community and to find opportunities to share timely security information. The increased engagement with the community was very positive and will be continued in 2019.

"I was so touched by his sincerity, and his willingness to have dialogue: asking about my morning, checking about library policy on closing doors, etc. It put my triviality in check, and his graciousness changed the outlook of my day. I wanted to write this feedback, to give Adam a shoutout."

Using the principles of crime prevention through environmental design, or CPTED, Campus Security staff proactively reviewed some key buildings on campus to enhance their safety protocols. These reviews will continue in 2019.

Campus Security's website is being updated and modernized and will be launched before the end of March. The new site will reflect the department's focus on community engagement and support. The site will feature an intuitive layout with easier access to important information, a smarter keyword search for tips and frequently asked questions and an improved alert system. Aware that many people who visit the Security site are doing so in response to a personal situation and are perhaps under stress, the new site focuses on ease of use and friendly tone.

Additionally, the department continued to invest in equipment to ensure that staff have the tools necessary to effectively support the campus. Two new SUV's were purchased in 2018 to replace their aging vehicles. The department also started to refresh staff uniforms, investing in high-visibility jackets and new uniforms for the bike team. The department has partnered with the Musqueam community to create a new badge that reflects the partnership between UBC and the Musqueam people as well as acknowledging that Point Grey campus is situated on the traditional, ancestral, and unceded territory of the Musqueam people.

In 2018 the number of incidents of crimes against the person have all decreased from the prior year. Crimes against the person include assault, sexual assault, robbery, uttering threats and indecent acts. Campus Security staff continue to focus on personal

safety and have created a listing of support resources that are available to persons involved in these types of incidents. Campus Security has also continued to actively engage with members of the UBC community encouraging people to reach out if they need assistance and to report incidents.

The highest number of security issues on campus are related to theft of property. Reported property crime incidents (inclusive of Theft, Theft from Auto and Break and Enter) have all increased in 2018. Campus Security's staff have been promoting their criminal reporting tools which has likely led to an increase in the number of reported incidents. The Security team continue to provide the community with advice and information to help individuals protect their property.

> *"The brevity of our exchange did not change that fact his interaction with me (which I assume is consistent with other students) was meaningful. Please let Adam know that his generosity of spirit is appreciated."*

2018 Statistics

*The statistics in this report refer exclusively to information reported to Campus Security in the calendar year ending 31 December 2018.

1(a) 2018 STATISTICS: REPORTED CRIMES AGAINST THE PERSON
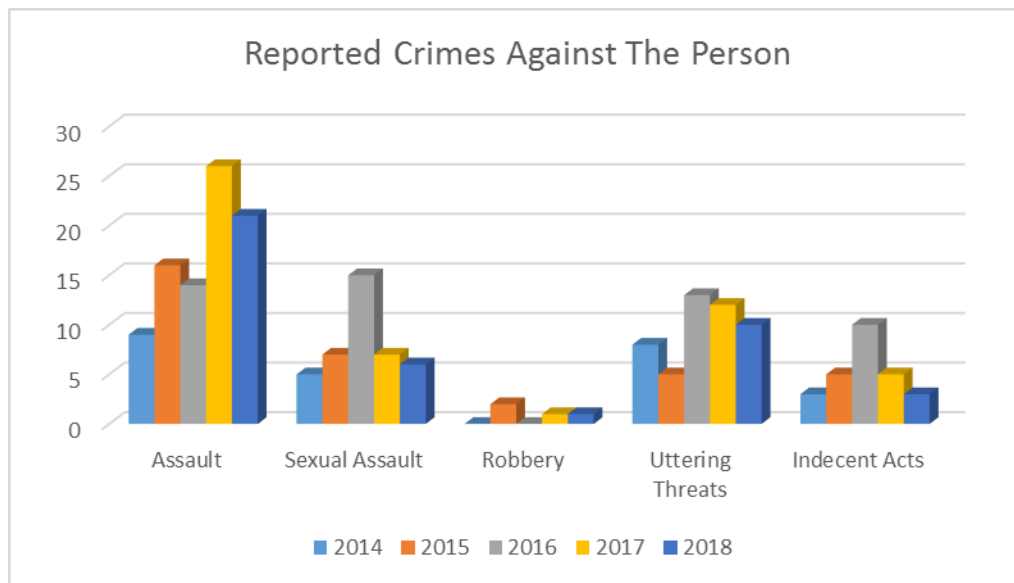
Assault 21 Reported (*2017 – 25 Reported)*

      Of 21 total reported occurrences of assault, 8 resulting from disputes, 4 were reports of unprovoked assaults, 4 assaults occurred related to intoxication, 4 3rd party reports with very limited information and 1 was determined to be a consensual fight.

Sexual Assault 6 Reported *(2017 – 7 Reported to Campus Security - 4 On-Campus incidents)*

      There were a total of 6 reported sexual assaults on campus, 3 were reports of unwanted sexual touching, 2 were reports of non-consensual sex, 1 was a third party report of assault related to intoxication. Campus Security provided the complainants with information on campus resources and assisted in any way possible.

Robbery 1 Reported *(2017 – 1 Reported)*

One robbery was reported to Campus Security and the event took place on campus in early morning hours.

Uttering Threats 10 Reported *(2017 - 12 Reported)*

Of the 10 reported threats received, 3 were interpersonal disputes, 2 were issued by email, 2 were threats made by one student to another, 1 was unprovoked, 1 due to intoxication and 1 posted on social media.

Indecent Acts 3 Reported *(2017 – 5 Reported)*

Of the 3 reported incidents, 1 was report of being nude in public, 1 was urinating in public and 1 an alleged voyeurism event.

1(b) 2018 STATISTICS: REPORTED PROPERTY CRIME

Reported Property Crimes
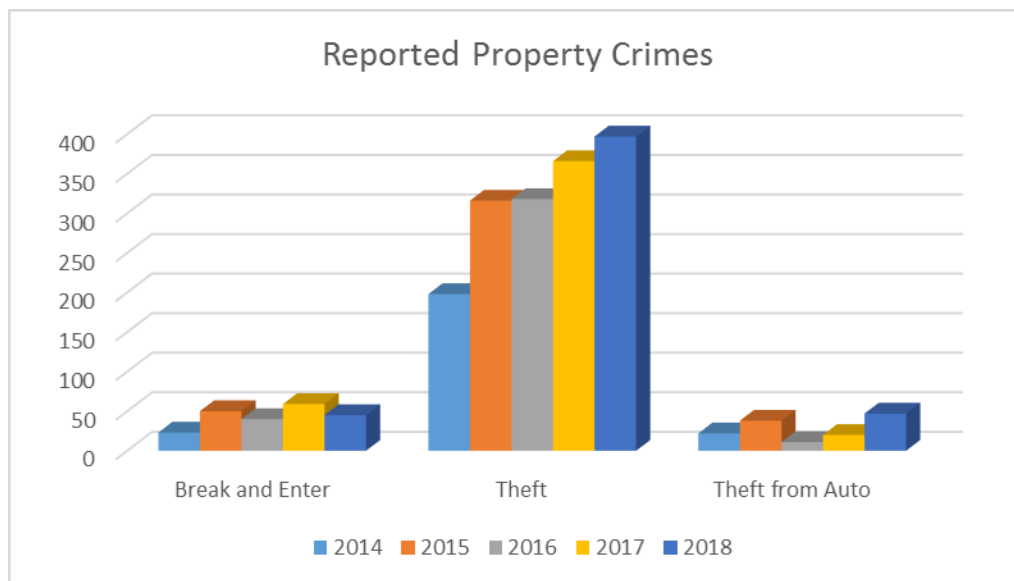
Break and Enter 51 Reported *(2017 – 59 Reported)*

Of 51 reports, 14 reports showed signs of forced entry and 6 were unsuccessful break-in attempts. The most common stolen items were laptops at 10 instances, 6 instances of bikes, 6 instances of cash and backpacks. Other items stolen included jewellery, desktop computers, computer peripherals, and other electronics items.

Theft 398 Reported *(2017 – 366 Reported)*

Bikes and bike parts are the most common items stolen on campus (190), followed by personal laptops/tablets (74) and cellphones (24). Bike thieves were most active during the months or September and October where almost two thirds of all bike thefts took place.   The majority, 38% of stolen bikes, were taken from the residential areas on campus most likely due to exposure overnight and on the weekends.

The overall number of thefts on campus have increased from last year's 366 to 398. There were 2 prolific offenders on campus during the first and fourth quarter of the year.   Campus Security worked closely with the RCMP to track these individuals when they were on campus. And as a result, they were both arrested by the RCMP.

" As parents, my wife and I are very grateful to these two officers for their care and attention for the safety of our beloved son. Thank you!!!'

Theft from Auto 47 Reported *(2017 – 20 Reported)*

Of the 47 reported incidents of theft from auto, 19 occurred at the North Parkade, 6 at the West Parkade, 6 in the Museum of Anthropology and Botanical Garden parking lots, 4 at Gage and Fairview Residential Areas, 3 in each of Fraser and Rose Parkade, 2 at the Thunderbird Parkade, 1 at Health Sciences Parkade, 1 on NW Marine Drive, 1 at Student Recreation Centre and 1 off campus.

Most of the time, the Theft from Auto was due to valuables or backpacks left visible while the vehicle was parked.

2(a) 2018 STATISTICS: PUBLIC SAFETY
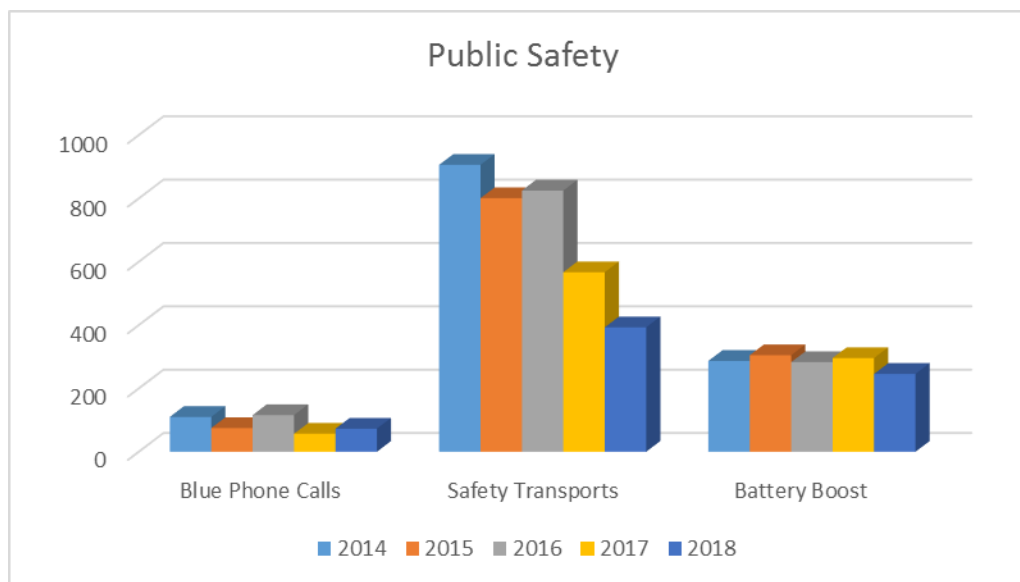
Blue Phone Calls (Assistance/Emergency) **73 Reported** *(2017 – 61 Reported)*

We have continued to expand the blue phone program on campus. Additional blue phones have been installed on different levels of UBC parkades and in the UBC Acadia student residence area. When a blue phone is activated, Campus Security initiates a response to the location as dispatch gathers information from the caller. The blue phones also have cameras which provide a visual image of the immediate area around the phone. There were a total of 73 calls that required a response in 2018 and the nature of the calls is listed on the table below.

Nature of Call	Amount
Access Control	14
Alarm Response	1
Assault / Sexual	1
Assault/Violence	3
Battery Boost	4
First Aid or Medical Assistance	9
Hazardous Condition/Safety Concern	3
Intoxication/Assist	5
Lost and Found	1
Parking Assistance	2
Suspicious Event	13
Theft from Auto	1
Transport/Walk	16
Wayfinding	1

Safety Transports 393 Reported *(2017 – 567 Reported)*

Campus Security continues to partner with the AMS Safewalk program to provide on-campus transports for person(s) concerned for their safety. Campus Security provided a total of 393 transports in 2018. Most transports occur between 2AM and 6AM when Safewalk is not operating.

Battery Boosts 246 Reported *(2017 – 396 Reported)*

Campus Security provides vehicle jumpstarts to prevent motorists from being stranded on campus. This past year 246 motorists were assisted.

"One of the security person told me to watch out for my laptops and phones. Also it is really sweet of him to give me the free coffee and hot chocolate coupon. Just talking to him for few minutes made my night so much better and I just wanted to say thank you for everything UBC security does for the students on campus!! My friends and I really appreciate it!! Thanks have a great day!"

2(b) 2018 STATISTICS: PROPERTY PROTECTION AND ACCESS REQUESTS

Building Security and Access Requests
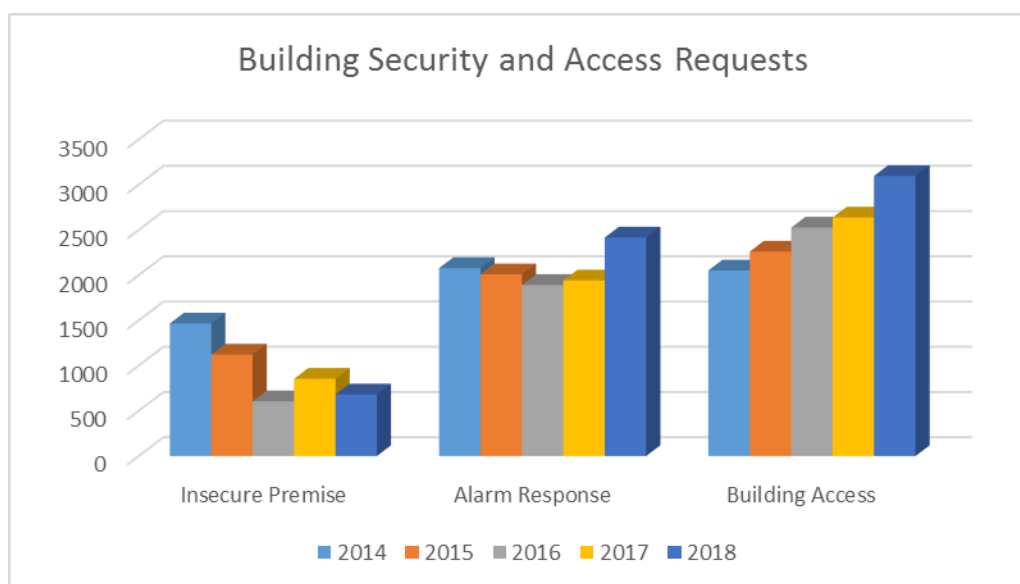
Insecure Premises 681 Reported *(2017 – 855 Reported)*

Campus Security Patrol Officers routinely check both interior and exterior doors to ensure campus buildings are secure after hours. When premises are found insecure, the Patrol Officer will conduct a thorough patrol of the building to ensure the area is clear before securing the access points. A notification email is sent to the building administrator so that measures can be implemented to prevent the same occurrence in

the future. Also, if any deficiencies in the hardware or access control system are found Building Operations and or Access Services will be contacted to resolve the issue.

Alarm Responses 2416 Reported *(2017 – 1941 Reported)*

The number of alarm responses has increased compared to the previous year and is above the 5 year average of 1980 per calendar year. The majority of the alarms were caused by improper use of alarm panels, malfunctioning equipment or accidental activations by authorized users. In 2018 Campus Security reclassified false fire alarms as alarm responses in the reporting system to separate these events from real fire or assisting public safety agency incidents. This reclassification increased the number of reports related to alarm responses. Alarm causes are monitored and analyzed on a regular basis as part of our alarm reduction program.

Building Access 3096 Reported *(2016 – 2637 Reported)*

Campus Security provides building or room access for students, faculty and staff who have misplaced their keys or require off hours access to University space. Access and escort into secure areas is also provided to students, staff, external contractors and other service providers with pre-authorizations from the department responsible for the space.

2018 HIGHLIGHTS & ACHIEVEMENTS

Community Engagement

In 2018 Campus Security staff participated in a wide range of campus events including Bike to Work Weeks, Block Party, UBC Homecoming, First Nations Long House Resource Fair, Imagine Day 2018, Student Move-In days, and Safety Awareness Weeks. Security attended these events to convey key safety and security messages including Lock It or Lose It and See Something Say Something. Security continues to encourage community members to keep their property safe and contact security if they notice anything suspicious.

The community relations team also provided safety and security workshops for students attending the English Language Institute and the Vancouver Summer Programs. In addition, workshops were held for frontline and administrative staff to provide them with safety information and tips.   In 2018 the community relations team connected with more than 12,000 students and staff.

In 2018, Campus Security hired its first Work Learn to assist the department in engaging with student groups. The results from this four-month placement included an increased outreach and presence at student events. The department added these events to its internal calendar and will attend future events hosted by these student groups.

As part of the community relations plan, safety awareness campaigns such as the Safety Awareness Weeks, Engaging Strangers Workshops and other student and staff orientations have become a regular and recurring tasks for the Community Relations team.

Campus Security have also played an expanded role in safety planning for all major events on campus including AMS Block Party, Holi Event, Graduation Ceremonies, Imagine Day 2018 and the AMS Welcome Back BBQ.

Security Reviews

Campus Security is committed to proactive problem solving and security reviews are being conducted on UBC and partner property on a regular basis using the principles of crime prevention through environmental design or CPTED.   Security reviews were conducted on the Life Building (Old Student Union Building), Green College, UBC Robson Square Campus and Abdul Ladha Science Student Centre.

Recommendations from the security reviews provide multi-faceted approaches that not only include hardware recommendations but also suggestions for education and behavioral changes. By combining best-practice behavior with adequate hardware, the security of the buildings and assets is improved.

Website

The department's new website will launch by end of March. The new website has overhauled the look and feel, using a more intuitive design that results in easier access to resources, a new alert and announcement system and reflects the new focus on community engagement. Previous iterations of the site were purely perfunctory and did not represent the department's focus on engaging with the community in a welcoming and positive manner. The new site addresses these shortcomings with a new User Experience philosophy.

Tools and Equipment

Two new security vehicles with updated designs have been received and are now in use on campus as part of an ongoing process to ensure Campus Security has the necessary tools and equipment to conduct their tasks and duties efficiently and effectively.

The department also started to refresh staff uniforms, investing in high-visibility jackets and new uniforms for the bike team.

Access Services

Access Services supports a safe and secure campus with the installation of electronic security systems. The unit is responsible for installing and servicing both mechanical and electronic door hardware, intrusion systems, and safety and security cameras. In 2018 Access Services focused on technology renewal. Aging equipment was replaced to mitigate risk of failure and to provide compatibility with UBC's centralized Access Control Management System (ACMS).   In the past year, 210 card reader doors and 34 intrusion-protected areas were renewed. Staffing levels increased with the addition of one Technician to enable the department to provide timely delivery of the renewal work. The campus safety Blue Phone system was expanded, adding 4 more pedestal phones which include safety cameras, in the Acadia Park neighbourhood. Electronic lockbox deployment continued in areas of high-level key use, reducing the risk of loss of the high security keys. The keyless strategy was extended this year securing authorized access to equipment including server racks in critical UBC spaces. University departments continued to request additional controls on their facilities resulting in the installation of additional 175 reader-controlled doors, 31 intrusion-protected areas, and 57 safety and security cameras.

"Hello, I wanted to express a sincere thank you for attending our bike to work week celebration station last night. The event was a huge success and the cyclists really enjoyed the HUB booths, especially the bus bike rack demo. We were able to connect with almost 200 people and spread the word about using bicycles for transportation as a means to lower carbon footprints and promote healthy living. Our events heavily rely on participation from groups such as yourself and we were very grateful to have had your team there."

2019 Goals and Objectives

Community Relations

The main objective for 2019 in terms of community relations is to make connections and build trust with the main administrative groups on campus. To support this objective two Community Zone Manager roles have been created. These positions will be assigned unique areas on campus and will be tasked with reaching out to the key building administrators in their zones. During the outreach they will need to identify areas that require security assessments, build activity calendars for the areas and plan to attend events in their zones to build relationships. The two Community Zone Managers will become the main contact for any issues or concerns the staff may have in their areas. They will also be connecting regularly to share news, events as well as information regularly to holistically increase safety and security across the Campus Community.

In addition to the zone managers and regular campus patrols, Campus Security staff will be reaching out to UBC Campus Mail, Athletics, Custodial and Student Housing and Hospitality staff to provide additional "eyes" on campus. Campus Security will focus on educating and making the connection with these groups to enhance the department's ability to gather information and efficiently respond to emerging events and trends.

Theft Prevention

Campus Security will continue to provide information to educate community members on crime prevention tips. Security staff will use campus events to set up pop-up booths to increase their presence on campus. Staff will promote the use of solid steel locks for bikes, the use of Project 529 to register bikes and the use of bike lockers and bike cages on campus. In addition, Campus Security will be working specifically with Student Housing and Hospitality Services to improve bike security around their facilities.

The department will also be monitoring and analyzing trends of incidents to adjust resource deployment to target emerging issues. Security is already working on

collaborating with campus partners and stakeholders to reduce theft during September and October of 2019, the beginning of the academic year.

Security Reviews

A progressive plan will be put in place to continue to conduct security reviews for UBC buildings to ensure all campus building are consistently monitored, repaired and updated to prevent incidents.

Tools and Equipment

Campus Security will continue to invest in new equipment and tools to ensure that staff within the department are able to effectively and efficiently perform their work. In 2019 the department will be moving back into their renovated space. The new space will provide an improved environment for the security and secure access teams to work and interact. The space is also designed to be more welcoming to the UBC community.

The new space will have an expanded communications operator area with additional monitors able to pick up the CCTV camera feeds when activated. With the purchase of new software, the communications operators will also have access to improved reporting tools and information screens.

The department is also reviewing staff uniforms and equipment needs. They are also looking at more sustainable options for the patrol team to travel on campus.

> *"I am very impressed with their professionalism and response and would definitely like to thank these members for their hard work."*

Access Services

The coming year will be rewarding and busy for Access Services. The technology renewal plan will target the Museum of Anthropology to ensure continuity of systems coverage for some of UBC's most sensitive and invaluable cultural assets. The plan will

look to improve the performance of some existing safety and security camera systems. Numerous large Projects are due to be completed in 2019 including Gage/Exchange, BioScience, MacInnes Field, and Hebb Building renewal. Risk reduction strategies will continue with the implementation of card readers and lockboxes in critical locations. Staffing levels will potentially increase with the addition of one more technician for more effective delivery of work. Training opportunities for staff have also been identified to ensure their skills and knowledge are kept in parity with evolving industry standards.

APPENDIX A: RCMP SEXUAL ASSAULT STATISTICS

The following table represents the number of sexual assaults reported to the University RCMP detachment for any incidents occurring at the UBC Vancouver Campus and University Endowment Lands.

This data has been made available as a result of a recommendation in the 2014 Campus Safety Working Group Report as an action item under University and RCMP partnership.

Reported and Founded Sex Offences* - University Detachment RCMP

*Sex offences reported by the RCMP include sexual assaults and also extend to indecent acts and assistance to other police agencies.

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

Year	Reported Sex Offences*	Founded Sexual Assaults**
2009	16	5
2010	28	8
2011	25	8
2012	18	2
2013	50	9
2014	3	3
2015	19	17
2016	15	11
2017	5	3
2018	16	13

Appendix B: 2018 Theft Map

Red: Bike Theft

Blue: Property Theft

Yellow: Theft from Auto

Purple: Shoplifting