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<b>SUBJECT</b>	Campus Security 2019 Annual Report
<b>SUBMITTED TO</b>	People, Community & International Committee
<b>MEETING DATE</b>	April 6, 2020
<b>SESSION CLASSIFICATION</b>	Recommended session criteria from Board Meetings Policy: OPEN
<b>ACTION REQUESTED</b>	Please indicate requested Board action: No decision requested: for information
<b>SUBMISSION DATE</b>	March 20, 2020
<b>LEAD EXECUTIVE</b>	Vice-President Finance and Operations
<b>PRESENTED BY</b>	Rae Ann Aldridge

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#### PRIOR SUBMISSIONS

The subject matter of this submission has not previously been considered by the People, Community and International Committee.

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#### EXECUTIVE SUMMARY

The Annual Report from Campus Security highlights the prevention activities, the projects, the community initiatives and the statistical information for 2019.

Highlights of this report include:

- The addition of two Community Safety Zone Managers to the Security team. These Zone Managers are the conduit from Campus Security to the UBC Community and ensure timely response and follow to our stakeholders.
- Campus Security continues to focus on community outreach programs including monthly community outreach meetings, the formation of a neighbourhood watch program and the bi-annual safety awareness campaign at the beginning of term.
- Access Services continues to focus on technology renewal and in 2019 many buildings with legacy card installations were upgraded.

#### SUPPLEMENTAL MATERIALS

1. Campus Security 2019 Annual Report



## **INTRODUCTION**

This 2019 UBC Campus Security Annual Report highlights the activities of Campus Security and Access Control Services within the campus community throughout 2019.

Four Campus Security teams work 24/7, 365 days a year, to support a safe and secure campus environment where all members of the community can live, study, teach and work. The dedicated members of the department continue to work in support the University's strategic goals.

The Security Department continues to focus on proactively addressing safety and security issues on campus and in 2019 merged with Risk Management Services to form Safety and Risk Services. The Campus Security department have continued to strengthen the partnerships with the Vice President Students' office and local agencies, including the campus RCMP detachment, Vancouver Fire Services and BC Ambulance Services. We have also expanded our community engagement through multiple fronts to promote safety and security best practices.

## **2019 HIGHLIGHTS & ACHIEVEMENTS**

### **Operations Team**

An Operations Manager was hired and the team have grown to include two Operations Supervisors to assist in the daily operations. The Operations Supervisors focus are:

- Training for front line officers
- Assignment of Daily Tasks and Duties to front line officers
- Shift Scheduling
- Risk Assessments of events and activities on campus
- Incident Management
- Event Management including Security Plans; and
- Performance Management of front-line officers.

### **Communications and Dispatch Operations Centre**



The Communications Centre has been recently renovated to better meet the needs of the operations. Also, a secondary station has also been installed to ensure the dispatcher is supported by a team member when circumstances requires.

### **Event Threat Assessment Group (ETAG)**

As a result of a number of challenging events that took place on campus efforts were made to improve the process for assessing risk to the campus associated with events. To improve the planning of such events, the of Event Threat Assessment Group (ETAG) was formed. Campus Security is an active participant and a member of the core team that includes event stakeholders, experts and other resources as necessary, which enables a multi-disciplinary approach to assess and plan any high impact events taking place in the campus community. The ETAG have already risk assessed and managed several controversial events on Campus over the past year.

### **Equipment Upgrades**

Campus Security continue to improve both technology and tools to keep the community safe. In the past year, the department have upgraded computer hardware including security application servers for our communications and incident management systems.

A new electric vehicle was also acquired by Campus Security to increase mobile patrol presence, be more sustainable and decrease response times.

### ***Community Safety Zone Managers***

Two Community Safety Zone Managers (CSZM) have been hired to focus on conducting building security reviews to enhance safety and security of buildings. This role is responsible to create a strong link and partnership between the community and Campus Security by creating one point of contact for any safety & security related matters. Conducting training and workshops for departments and frontline staff is another key activity of these managers in building the relationships campus wide.

Reaching out to the community to advise them of security trends and possible mitigation is part of the proactive approach used by the CSZM's. This is also accomplished by ensuring that Campus Security Operations is fulfilling the needs of our key partners. All security incidents are



reviewed by the CSZM's with follow up actions taken, such as reviewing CCTV footage, identifying repeat offenders, liaising with RCMP and finding appropriate solutions.

### ***Monthly Community Outreach Meeting***

The monthly community outreach meetings continue to be a valuable forum in raising awareness and communicating security tips which assist in reducing the risk of crime on campus. Furthermore, this meeting allows the opportunity for the members to share their challenges and best practices involving security and safety.

This year, these outreach meetings have double the previous year's average attendance as a result of consistent promotion of the forum and its benefits to the community. Additionally, other UBC services have been invited to speak about how their department, Campus Security and the University community can work together to promote a safe and secure campus community for all.

### ***Formation of Green Watch (Green College Community Watch)***

Campus Security have established UBC's first neighborhood watch program, "Green Watch" at Green College. Over 50 resident students were engaged and or trained in perimeter safety, safety while travelling on and off campus and reporting suspicious activities to RCMP and or Campus Security.

### ***Safety Awareness Campaign***

A Safety Awareness Campaign, at the beginning of the fall and winter semesters, raises awareness and promotes tips on property theft prevention and personal safety to thousands of students, faculty and staff. Through a partnership with the Bookstore, during the campaign, the community has access to discounted hardened steel U-locks to promote the use of a more secure option, versus cable locks, to lock their bike on campus. Campus Security also partnered with Campus and Community Planning to promote project 529, a bike registry application, as another bike theft deterrent.

In addition to the bi-annual event, Campus Security have focused efforts in meaningful engagements during the jumpstart orientations, student move-in weekends, imagine day and other student focused events such as sporting events.



Campus Security also proactively attend other department events such as Bike to Work Week, graduate student orientation and other large events to engage with our community to promote safety and security.

### **Access Services**

Access Services promotes a safe and secure community by providing electronic security solutions across campus. Our team, comprised of Locksmiths and Security Technicians is responsible for access, intrusion, and safety & security camera solutions. In 2019 there was a continued focus on technology renewal and the development of a Smart Access strategy. Many buildings with legacy installations were upgraded, and the project remain on target to complete all access system upgrades before the end of 2020 fiscal. Phase 1 of the renewal at the Museum of Anthropology was completed in 2019, a critical step toward ensuring continuity of protection for UBC's prized cultural assets.

Access Services participated in the development of the Smart Access strategy which, including the Access Desk, selected several candidate buildings in need of multiple areas of legacy renewal and upgrading. Starting with the Forestry building, the holistic effort was a ground-up approach to capture all relevant stakeholder input. This ensured the solution was coordinated and the best fit-for-purpose application of products and service, which included a 700 door rekey, additional card readers, lockboxes, and safety & security cameras.

In collaboration with Student Housing, Access Services worked to provide a safe and secure learning space for indigenous students with a UBC Card access solution for the Indigenous Student Collegium at the First Nations Longhouse.

In partnership with Building Operations and Energy & Water Services, Access Services continues to address safety concerns with service spaces on campus that present a risk to our community. In support of a coordinated effort to mitigate risk, Access Services has rekeyed critical service spaces.

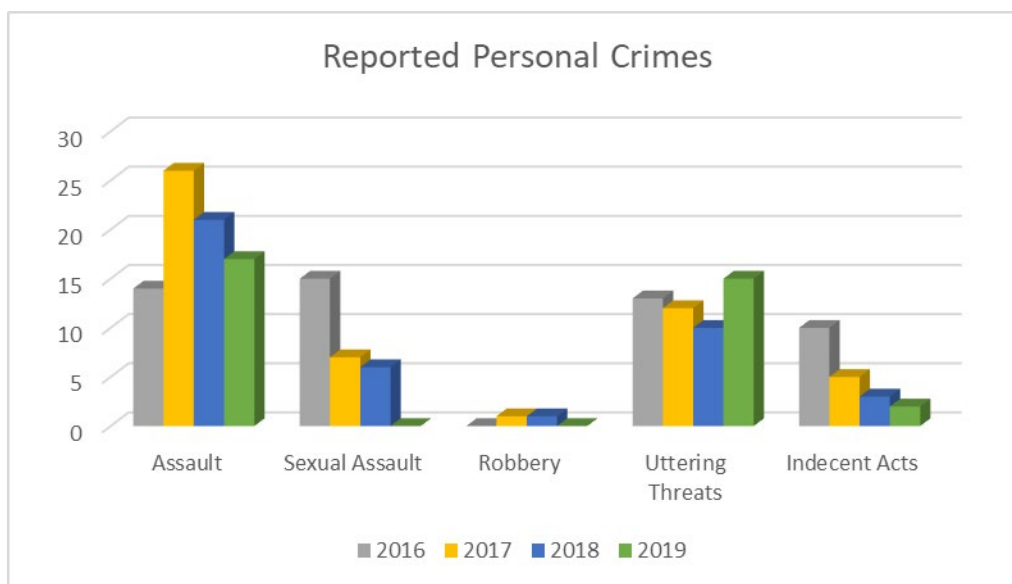
Campus-wide, Access Services installed 166 new Card Readers, 33 new intrusion protected areas, 68 new security cameras (including Gage/Exchange and MacInnes), 4 Bluephones, and 9 Electronic Lockboxes. Notable construction projects were Exchange/Gage, Undergraduate Life Sciences Teaching Labs, Hebb Building, and MacInnes Field Parkade.



**2019 Statistics**

\*The statistics in this report refer exclusively to information reported to Campus Security in the calendar year ending 31 December 2019.

**1(a) 2019 STATISTICS: REPORTED PERSONAL CRIME**



**Assault 17 Reported** (2018 – 21 Reported)

We continue to see a downward trend in assaults on campus. Campus Security continue to provide a presence at events, particularly those with a predominate student population, such as Jumpstart orientations, move-in weekends and Safety Awareness Week in 2019. The main messages that Community Relations convey in student, faculty and staff orientations is personal safety and the use of Safewalk.

**Sexual Assault 0 Reported** (2018 – 6 Reported)

Campus Security takes sexual assault disclosures and refers any reports to the RCMP and Sexual Violence Prevention and Response Office (SVPRO) and/or the Independent



Investigations Office (IIO) as decided by the complainant. Campus Security continues to work closely with the SVPRO and IIO to ensure the individuals involved in the incidents are supported by Campus Security anyway possible.

**Robbery 1 Reported** (2018 – 1 Reported)

One carjacking robbery was reported to Campus Security. It occurred on campus in the early evening hours. Campus Security worked diligently and provided support to the RCMP for the investigation which resulted in the arrest of two suspects.

**Uttering Threats 15 Reported** (2018 - 10 Reported)

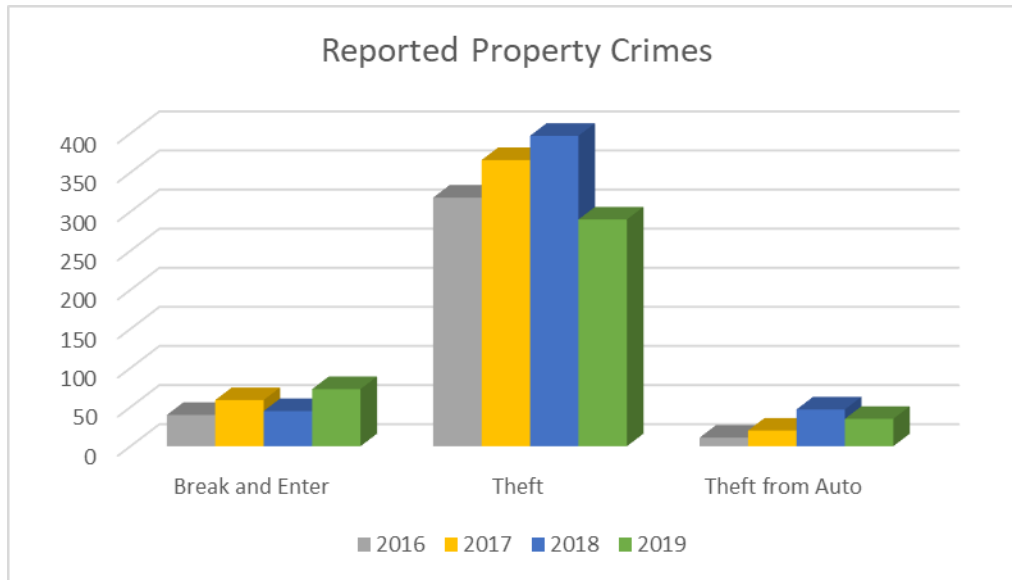
Incidents of *Uttering Threats* are physical threats that the victim has reasons to believe that the subject can and may conduct the threat that was conveyed. Campus Security supports the complainant by conducting safety planning with them, providing safety escorts and referrals to other support services on Campus.

Several threats were made by subjects known to Campus Security and have since stayed off campus after a restriction notice was given to these individuals. Most incidents occurred in the evening or early morning.

**Indecent Acts 2 Reported** (2018 – 3 Reported)

*Indecent Acts* incidents on campus include acts of exposing in public and engaging in explicit sexual activity in public that can reasonably be considered offensive or unacceptable. The subjects of one complaint were not identified as they were gone on arrival of Campus Security and the other was a known non-affiliated individual.

**1(b) 2019 STATISTICS: REPORTED PROPERTY CRIME**



**Break and Enter 73 Reported** (2018 – 51 Reported)

There has been an increase, as compared to last 3 years, in the number of Break and Enter (includes Break and Enter attempts). Campus Security have identified several vulnerable areas and have made efforts to mitigate the risks. Also, an increased effort in Building Security reviews to proactively correct identified vulnerabilities and targeted operations based on incident statistics analysis have been implemented to reduce the risk of break and enters to the areas of concern.

**Theft 289 Reported** (2018 – 398 Reported)

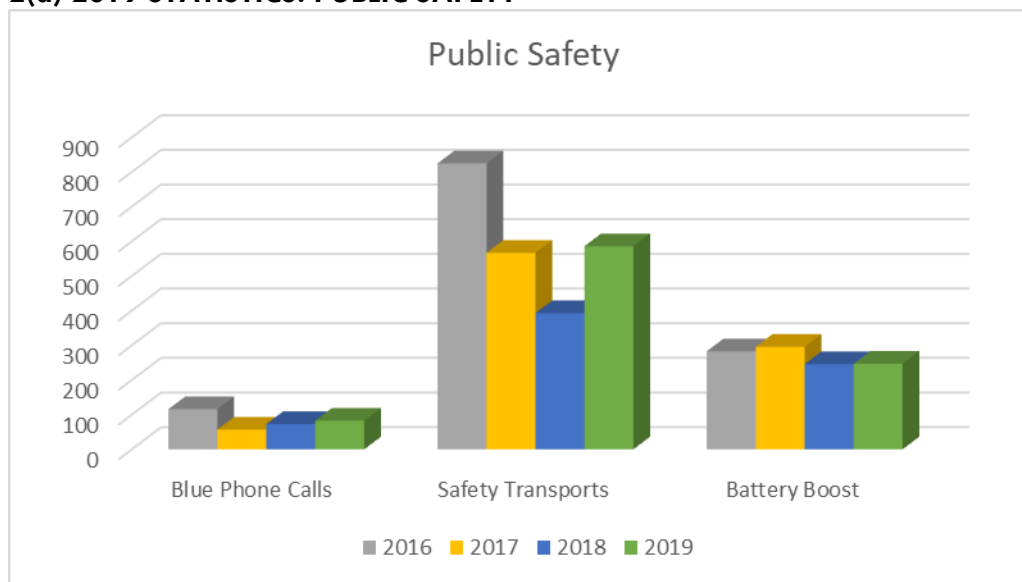
The most common types of stolen property continue to be bicycles and electronic devices. Campus Security have engaged with students, faculty, staff and community member through attending community events, orientations and other Campus Security led initiatives to increase awareness and promote best practices for protecting their valuables and to report any suspicious activity.



**Theft from Auto 35 Reported** (2018 – 47 Reported)

Most vehicle crime is opportunistic and therefore preventable by following some simple advice, such as locking your vehicle and not leaving any valuables visible. Campus Security continues to message this during crime prevention week and by posting signage in parkades.

**2(a) 2019 STATISTICS: PUBLIC SAFETY**



**Blue Phone Calls (Assistance/Emergency) 83 Reported** (2018 – 73 Reported)

Upon activation of these blue phones, Campus Security initiates a response to the location as dispatch gathers information from the caller as well as a visual of the area immediate to the blue phone’s location.

**Safety Transports 586 Reported** (2018 – 393 Reported)

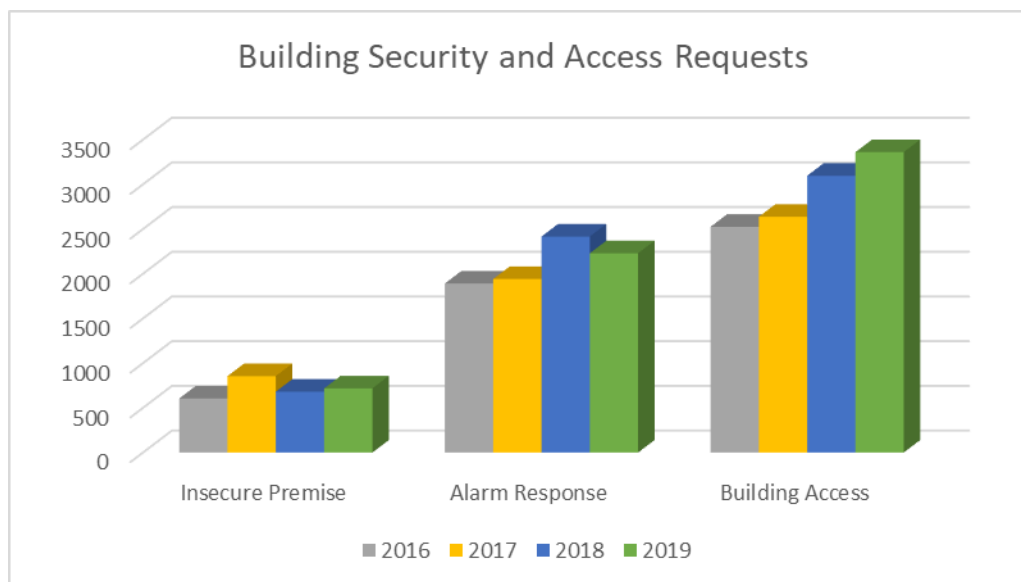
Campus Security’s ongoing partnership with AMS Safewalk to provide on-campus transports for person(s) concerned for their safety have continued to be widely used by the UBC community.

Most transports/escorts performed by Campus Security occurs between 2AM and 6AM similar to past trends.

**Battery Boosts 247 Reported** (2018 – 246 Reported)

A further service offered by Campus Security is providing vehicle jumpstarts to prevent motorists from being stranded on campus.

**2(b) 2019 STATISTICS: PROPERTY PROTECTION AND ACCESS REQUESTS**



**Insecure Premises 718 Reported** (2018 – 681 Reported)

Campus Security Patrol Officers routinely check interior and exterior doors to ensure buildings are secure after hours. When premises are found insecure, the Patrol Officer will conduct a thorough patrol to ensure the area is clear before securing the access points. A notification email will be sent to the occupants of the space so that measures can be implemented to prevent the same occurrences in the future. Also, if any deficiencies in the hardware or access control system, building operations and or access services will be contacted to resolve the issue.

**Alarm Responses 2229 Reported** (2018 – 2416 Reported)



The majority of the alarms were caused by improper use of alarm panels, malfunctioning equipment or accidental activations by authorized users and alarms that activated for no apparent cause. Analysis of alarm causes are monitored and analyzed on a regular basis as part of the alarm reduction program.

**Building Accesses 3360 Reported** (2018 – 3096 Reported)

Campus Security most commonly provides access for students, faculty and staff who have misplaced their keys. Access and escort to secure areas is also provided to students, staff, external contractors and other service providers with pre-authorizations from the department responsible for the space.

**2020 Goals and Objectives**

***Community Relations and Community Safety***

A continued focus on outreach efforts to increase program reach and dive deeper into safety and security related topics. Building Security Reviews will be conducted based on risk to enhance the safety and security of users and occupants. Community relations to be more proactive in education of the public and increase efforts in making new connections with the UBC community.

***Property Crime Reduction***

Campus Security is committed to promoting awareness of property crime on campus to decrease victimization and enhance the student experience by increased messaging via multiple delivery methods; partnering with Campus and Community Planning, RCMP and Project 529 to promote bike theft prevention; enhance patrol operations at desirable bike parking locations; promote Campus Security key-tag program; and pop-up booths program to increase regular touchpoints at different locations on Campus to reach different localized groups of students, staff and faculty.



### ***Electronic Security Systems Development***

The department's goal in 2020 is set a strategic plan, roadmap and milestones for improving security technology to ensure the University's security systems will remain current and flexible for the ever-evolving needs of the Campus community.

### ***Bluephone Camera Replacement***

The current bluephone cameras are approaching the end of their serviceable life. Campus Security and Access Services are proactively replacing the current cameras with improved hardware to ensure the bluephones continue to be an effective tool for the any community member to contact Campus Security for assistance.

### ***Access Services***

The upcoming year will see a continued and determined effort to execute the Tech Renewal Plan, Smart Access, and rekeying strategies. Further phases of renewal at MOA will be completed, along with the remainder of legacy Access Systems across campus. Bluephone cameras will be upgraded to provide higher quality images and enable Campus Security to better respond and assist with calls. Access Services will be directly involved with Safety and Risk Services assessment of its technology solutions to help develop a roadmap for improvement strategies. The Locksmith Shop will be looking to make staffing additions to offset a recent retirement and to address workload demand, including ongoing rekeying projects. We anticipate ongoing demand from the community for our solutions and services to continue, including projects and retrofits such as Kenny Building, Counselling Services, Klinck Building, and South Campus Works Yard.