SUBJECT	UBC Vancouver Annual Campus Security Report 2021
SUBMITTED TO	People, Community & International Committee
MEETING DATE	June 16, 2022
SESSION CLASSIFICATION	Recommended session criteria from Board Meetings Policy: OPEN
REQUEST	For information only - No action requested
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EXECUTIVE SUMMARY

The UBC Vancouver Campus Security 2021 Report provides an update on campus security accomplishments, priorities, and statistics on personal and property crime reported to Campus Security for the 2021 calendar year.

Campus Security realized a number of successes in 2021, despite redirecting resources as required to support our pandemic response. Achievements included:

- The transition of first aid services from a third-party contracted service to Campus Security on July 2, 2021.

- The merger of Campus Security and Access Services in May 2021.

- The launch of the UBC Safe Vancouver app.

- The continued efforts in completing the independent investigation recommendations.

- The final draft of the Memorandum of Understanding with the RCMP with AMS and GSS input.

As we look ahead, UBCV Campus Security is prepared to meet its challenges going into 2022, including continuing to support UBC's COVID response. Other goals and objectives include:

- The continued support of the Transforming Public Safety Through Enhanced Electronic Safety and Security project which, if successful through the IT Capital Planning process, will see a renewal and amalgamation of numerous security systems.

- The implementation of the security design standards and technical guidelines for security systems in buildings.

- Finalization of the six module VPFO EDI training.

APPENDICES

1. UBC Vancouver Annual Campus Security Report 2021

UBC Vancouver
Annual Campus Security Report 2021

JUNE 2022

Prepared for UBC Board of Governors
People, Community & International Committee

THE UNIVERSITY OF BRITISH COLUMBIA

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Message from Campus Security

The UBC Vancouver Campus Security Department is pleased to present the 2021 UBC Campus Security Annual Report. This report highlights what has occurred within the campus community statistically for the 2021 calendar year and operationally within Campus Security for 2021 and into 2022.

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

The merger between Campus Security (CS) and the Access Services (AS) team was completed late May 2021. With the integration of AS into the CS team, the unit has increased both operational efficiencies and effectiveness in strengthening safety and security systems across the UBCV campus.

The integration allowed the CS and AS teams to complement each other in balancing security needs with system expertise. The Electronic Security Systems review conducted by a third-party consultant has continued to move forward with a project plan being developed. The subsequent IT capital planning request and the striking of a Steering Committee will help to move the initiative forward. Campus Security will be working with a Business Analyst and Project Manager to finalize the business case and will, when the project is funded, support the large multi-year project of centralizing systems, streamlining the number of security systems, reducing costs and managing institutional risk.

As a result of the external review of Campus Security by Rubin Thomlinson, and the subsequent release of the report in late April 2021, a complete review and revision of CS Standard Operating Procedures was completed and a training matrix developed. Campus Security piloted the first four of six modules of equity and diversity training from the VPFO with the last two scheduled to be completed early in fiscal 22/23.

Campus Security continues to build on the strong working relationship with the RCMP and have continued to meet monthly to discuss issues of mutual interest. A Memorandum of Understanding (MoU), with student input, has been sent back to RCMP for their lawyer to review. With an MoU in place, the goals for both organizations will be aligned and can better meet the needs of the community we serve. Our first UBC orientation presentation for new University RCMP Detachment recruits was developed to further enhance the collaboration between the two organizations.

The UBC Safe Vancouver, a multi-function app that provides direct access to campus safety resources, was launched May 2021. Users subscribe to the UBC Safe Alerts, 4858 subscribers as of May 9 2022, will receive a push notification when Emergency Notifications are sent. There is also a WorkAlone module embedded in the app that allows supervisors of staff working alone to be notified if the worker does not check-in and can escalate the response to Campus Security and/or first responders if required.

A major operational change this year was the transition of first aid services from a third-party contracted service to Campus Security. The Campus Security Patrol Officers were provided Occupational First Aid (OFA) Level 2 training, and as of July 2, 2021, have been providing this service to the campus community. Since July 2021, Campus Security OFAs have attended to over 600 First Aid calls for service from the community.

2021 Key Data	
Campus Security Calls for Service	8889
First Aid Requests (July 1 2021 – Dec 31 2021)	419
UBCSAFE Vancouver Alert app subscribers (as of May 9 2022)	4858

2021/2022 Highlights & Achievements

Return to Campus

As the pandemic progressed, Campus Security have continued to adapt to the evolving security needs. As the community, students and staff, returned to Campus in a hybrid model, Campus Security have made efforts to be more visible and available for in-person engagement. The in-person Safety Awareness Week event was a success with RCMP, Vancouver Fire and Rescue Services, CrimeStoppers, Sexual Violence Prevention & Response Office (SVPRO), Emergency Management, Community Policing Centre and ICBC partnering with UBC Campus Security to interact with students, faculty, staff and members of the UBC community.

Large student events such as the AMS Block Party 2022 and HOLI 2022 have also returned. Campus Security have conducted event risk assessments and have operational plans prepared for the day of the event to ensure the safety and security of UBC property and community members in addition to attendees.

Internally, Campus Security have continued to adhere to COVID-19 guidelines and rules. Personal protective equipment and rapid test kits were made available to staff to ensure our staff stayed healthy and confident with the changes to the environment.

Access Services Transition to Campus Security

Access Services transitioned from Parking to Safety and Risk Services/Campus Security in 2021. This move strengthened the Campus Security team with interdependent expertise, organizationally aligned resourcing, and centralized implementation of risk mitigating security strategies. As an embedded unit within Campus Security, Access Services has contributed positively to advancing electronic security systems strategies, working together to update the technical guidelines and draft new design standards. This alignment has allowed Campus Security to cohesively provide value to our community, offering consultative and authoritative guidance to improve the safety and security of people, space and assets.

Security Technology Renewal Project

The Access Services technology renewal plan reached an important milestone, completing the replacement of legacy access control equipment across the entire campus with the MOA conversion being prioritized. Risk reducing access strategies continued with further installation of card readers and electronic lockboxes. Forty boxes have now been installed across campus, including Athletics facilities, managing over 1500 key sets. Safety and security camera coverage increased with upgrades and additions at Student Housing Residences, UBC Parkades, and Barber Library Collections.

Building Design Standards and Technical Guideline

As a part of the Electronic Security System, the team have been working on developing UBC building design standards and technical guidelines to meet the risks associated to buildings and adhere to best practices. They have also been working with UBC Properties Trust and departmental stakeholders for the upcoming School of Biomedical Engineering (SBME) Building, Gateway Health Building, and New Recreation Centre to ensure security strategies are successfully incorporated and adherent to the Technical Guidelines.

Electronic Security Systems

This year, as part of the due diligence in the Access Services move to Campus Security, SRS conducted a holistic review of Access Service information technology and supporting business processes to aid an efficient and effective transition of Access Services to SRS. The deliverables from this review are anticipated to enable future SRS strategic planning, systems transformation projects and support inform necessary IT funding requests.

This year the Transforming Public Safety Through Enhanced Electronic Safety & Security (ESS) project concept moved to the project concept phase of IT Capital Planning with the aid of a Business Analyst to assist in the scoping. The striking of a Steering Committee to assist in the review of the scoping will help to drive the business case and the request for funding. This project, if mobilized this will offer solution to the following problems:

- UBC is accepting unnecessary risk today from weak Campus Security incident response capabilities
- Safety needs of the UBC community cannot be reasonably met with existing solutions
- Card access provisioning is dependent on an at-risk, unsustainable solution

Operational Resource Optimization
Campus Security successfully reallocated four full-time equivalents from the Life Science Building to central patrol to meet the growing demand for a second communications operator during peak operational hours as well as to increase Campus Security presence on campus.

The security equipment, alarms, phone and CCTV monitoring, required at the Life Science Building was re-routed to the main security office for campus wide operations. Two employees were reclassed to Communications Operators. This change benefited the Security Operations in several ways including: the second communications operator has reduced call wait times during peak hours, leading to reduced response times; there are no longer patrol resources required during breaks; and we have increased the number of front-line patrol officers which has decreased overtime call out for backfills.

Security Staff Training
Campus Security have completed 4 of 6 UBC-developed EDI training modules. These were conducted through both online and in-person format. Moreover, Campus Security have partnered with SVPRO to provide workshops for security staff and communications operators on how to interact with students disclosing sexual related incidents to ensure they are supported and provided the resources they need.

Event Risk Assessment and Escalation Process
An Event Risk Assessment and Escalation Process was implemented and is being further refined as activities are returning to Campus. Event requests booked through Scheduling Services, Campus and Community Planning, and Campus Security will be flagged for assessment if the threshold is met.

Campus Security will conduct a primary risk assessment. If the event has escalated risks or concerns, it will be escalated to the Director and/or the Event Threat Assessment Group for further investigation and event planning.

Independent Investigation Recommendations and Updates
The External Review identified four (4) key recommendations to ensure Campus Security standards are in line with current best practices and industry standards.

1. **Policy Enhancements:** The following SOP revisions have been completed and are incorporated in Campus Security Standard Operating Procedures (SOPs) as per the recommendations in the report.
   UBCV SOPs:
      - SOP13 – Access Request
      - SOP14 – Protests and Demonstrations
      - SOP20 – Concerning, Disruptive or Suspicious Behaviour
      - SOP21 – Use of Force
      - SOP32 – Supporting First Responders
      - SOP33 – Sexual Assault Disclosure Protocol

- SOP43 – Complaints against Campus Security
- SOP44 – Racial Discrimination or Harassment
- SOP54 – Requesting Identification
- SOP46 – Departmental Training and Communications

All SOPs have been revised to include additional language on purpose, responsibilities, command and control, jurisdictions and authorities, critical incident debriefs and pre-incident indicators.

The revised SOPs have been reviewed by stakeholders including the offices of Diversity, Sexual Violence, Privacy and HR. The final approved version(s) may require additional review by UBC legal counsel.

2. **Training:** UBCV Campus Security piloted the VPFO Equity, Diversity, and Inclusion (EDI) Training Program on racial discrimination and racial harassment, racial profiling, implicit bias, cultural diversity, appropriate communications with racialized people and neutral/unbiased investigation processes.

All members within Campus Security completed the first four (4) of six (6) modules of the VPFO EDI program which focused on the following:

- Foundations in Equity, Diversity, Inclusion and Cultural Safety in the Workplace
- Foundations in Anti-Racism
- Incident reporting relating to racial hate or bias
- Limitations to Freedom of Expression and appropriate response where freedom gives rise to safety concerns
- How to respond to Individual's in crisis (mental health)

3. **Investigations of Complaints against Campus Security:** Campus Security developed and implemented a Standard Operating Procedure addressing professional conduct and formal complaints against Campus Security members. This is a clearly defined process for complaints which outlines investigations conducted internally, independently by the UBCV Office of Investigations, UBC Human Resources, SVPRO, Privacy Office and/or the Client Service Agent of the Security Programs Division, Ministry of Public Safety. A process utilizing Alternative Dispute Resolution (ADI) to address complaints has also been included where appropriate.

4. **Diversity:** This specific review recommendation was primarily focused towards UBC Okanagan Campus Security, regardless, UBCV saw this as an opportunity to reflect on the diversity within our Campus Security team. While overall Campus Security appears diverse based on ethnicity, it is however predominantly male dominated. The goal is to ensure that UBCV Campus Security reflects the community that we serve, which means working collaboratively with HR to review our hiring practices and remove any barriers for potential female candidates. It should be noted that three (3) out of the last six (6) recent auxiliary candidates selected were females.

2022 Goals and Objectives Update

Training
The department continues to update the security staff training matrix to align to best practices. Campus Security will be completing the remaining two modules of the VPFO Equity, Diversity and Inclusion training in the coming months.

Electronic Security Systems
The IT capital project request has been submitted and work has moved to the project concept phase of the IT capital planning process with the assistance of a Business Analyst. A Steering Committee has been struck and is expected to meet to review the project concept to assist in moving the project to business case.

Building Design Standards and Technical Guidelines
Campus Security is continuing with the development and completion of building design standards to improve consistency of system implementation. UBC Technical Guideline updates will be published to facilitate better delivery of security infrastructure to UBC, and align with the developing electronic security system design standards.

Access Services Projects in Progress
The Museum of Anthropology (MOA) system replacement is targeted to be completed in Q2, along with camera upgrades planned for this year, which will mitigate risk through the refreshment of equipment. Upcoming projects scheduled to be completed include the MacLeod Building Renewal and the Transportation Test Bed, which interestingly will require explosion-proof devices, highlighting the growing diversity and complexity of University spaces. Access control, and in particular key control strategies will continue with the implementation of electronic lockboxes in the Music Building, Iona Building and Geography Building.

Property Crime Reduction
Campus Security is committed to promote awareness of property crime on campus to decrease victimization and enhance the student experience. Campus Security has resumed events such as the Safety Awareness Weeks to engage the community in person and promote Campus Safety and Security best practices.

In the past, Campus Security participated in events such as Imagine Day, Staff/Student Orientations, Student Residence Move-Ins, in person workshops and presentations to Jumpstart students and leaders to meet students and promote safety awareness. Campus Security is planning to participate and host security led campaigns as pandemic restrictions are lifted and campus operations normalize.

Occupation First Aid Program
The Occupational First Aid Program officially transferred from an external service provider to UBC Campus Security as of July 2021 and over 600 incidents of First Aid Assistance calls have been responded to by Campus Security. We will be looking at ways to optimize the reporting process, logistics and equipment to increase efficiency and reduce cost. Campus Security will also review certification of all staff and develop a re-certification plan.

2021 Security Incident and Event Data

The statistics in this report refer exclusively to information reported to Campus Security in the calendar year ending December 31, 2021.

Significant Incidents Summary

The following table presents significant incidents that occurred during the year as compared to previous 3 years:

Significant Incidents Summary	2018	2019	2020	2021
Assault	21	17	5	7
Robbery	1	1	1	3
Uttering Threats	12	15	2	1
Indecent Acts	5	2	5	2
Break and enter	51	73	54	43
Theft	398	255	102	116
Theft from Auto	47	35	26	15
Bluephone Calls	73	83	41	13
Safety Transport	455	586	253	123
Battery Boost	246	248	158	153
Check Student Welfare	75	52	15	46
Insecure Premises	681	719	1225	761
Alarm Response	2339	2229	2178	2134
Building Access	3083	3360	3456	3481

Significant Incident Discussion

Assault 7 Reported

There were a total of 7 assault incidents reported to Campus Security in 2021.

- 2 assaults occurred off UBC Campus at Wesbrook Properties and University Village
- 1 occurred on University Boulevard by Scotiabank at the Diesel Bus Loop area where there was an altercation, subjects were gone on arrival
- 1 occurred at the basketball court area beside the Thunderbird parkade where a parking staff member's arm was grabbed by a motorcyclist receiving a warning violation ticket
- 1 occurred at Wesbrook Mall & University Boulevard where a security staff was struck by a female subject in an argument with her friend
- 1 occurred at West Mall and Agronomy Road where a passenger of a car was kicked by the driver of the same vehicle - subjects gone on arrival
- 1 occurred at the Aquatic Centre where an unknown male hit the Life Guard on the shoulder

Robbery 1 Reported

The victim was robbed by a male subject at Wreck Beach. Victim reported to Campus Security via Bluephone and was referred to the RCMP for reporting.

Uttering Threats 3 Reported

Incidents of Uttering Threats are physical threats for which the victim has reasons to believe that the subject can and may conduct the threat that was conveyed. Campus Security have supported the complainant by conducting safety planning with them, providing safety escorts and referrals to other support services on Campus.
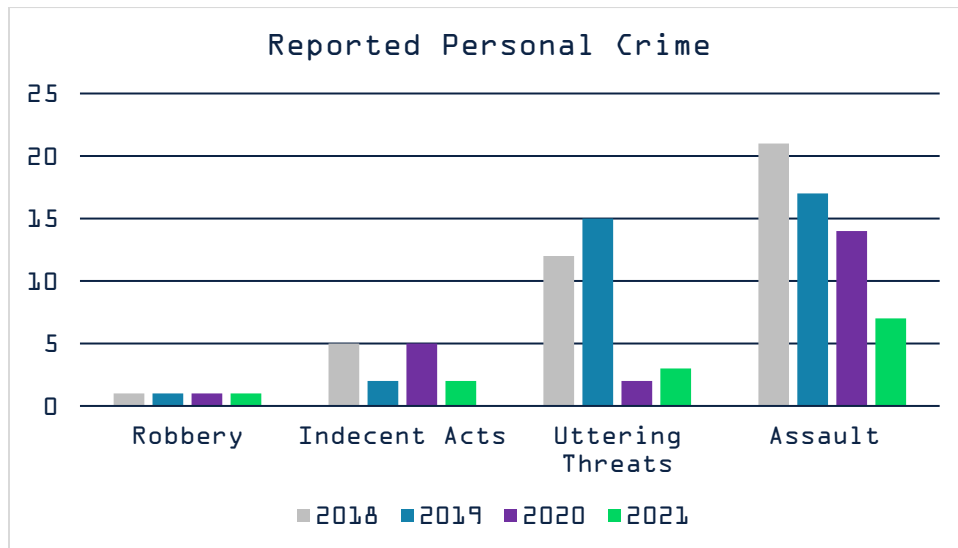
- A subject at the UBC Exchange bus loop made a gun-like hand gesture towards an Asian victim and said, "Bang, Bang".
- Victim was walking from the bus loop toward MacInnes Field where a subject approached and demanded the victim's belongings. Victim ran away and reported to RCMP.
- A video posted online is purported to feature members of the extremist Plaid Army — a hate group — issuing threats to a number of scholars at UBC and Carleton University. The video makes references to professors "ending up in trunks" and encourages followers to "circle around" the report's authors and attend their classes to intimidate them. Campus Security conducted an open source investigation that did not indicate any direct or specific threat. The file was reported to RCMP for further investigation.
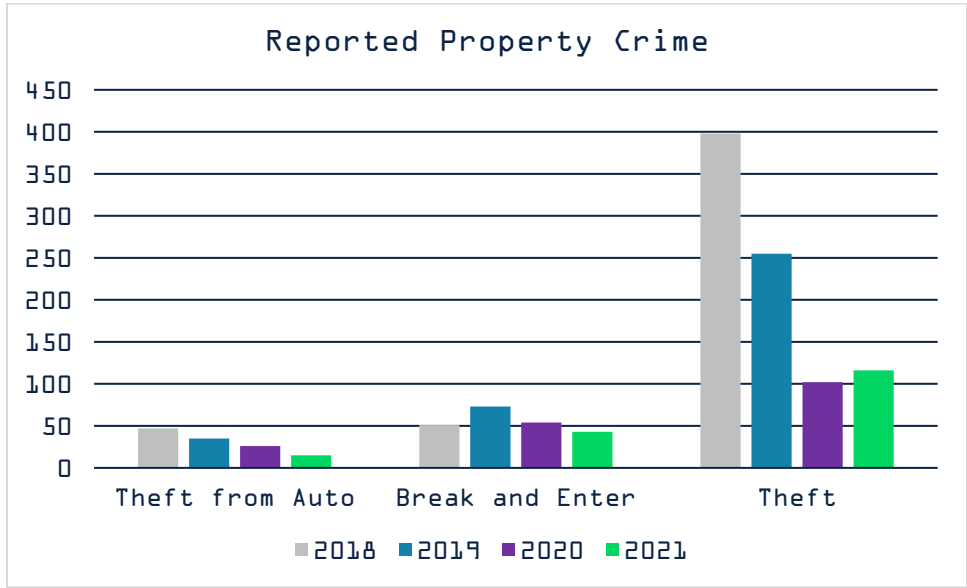
Indecent Acts 2 Reported

Indecent Acts incidents on Campus are generally exposing in public or engaging in explicit sexual activity in public that can reasonably be considered offensive or unacceptable. One incident was an indecent exposure and one incident of masturbating in public.
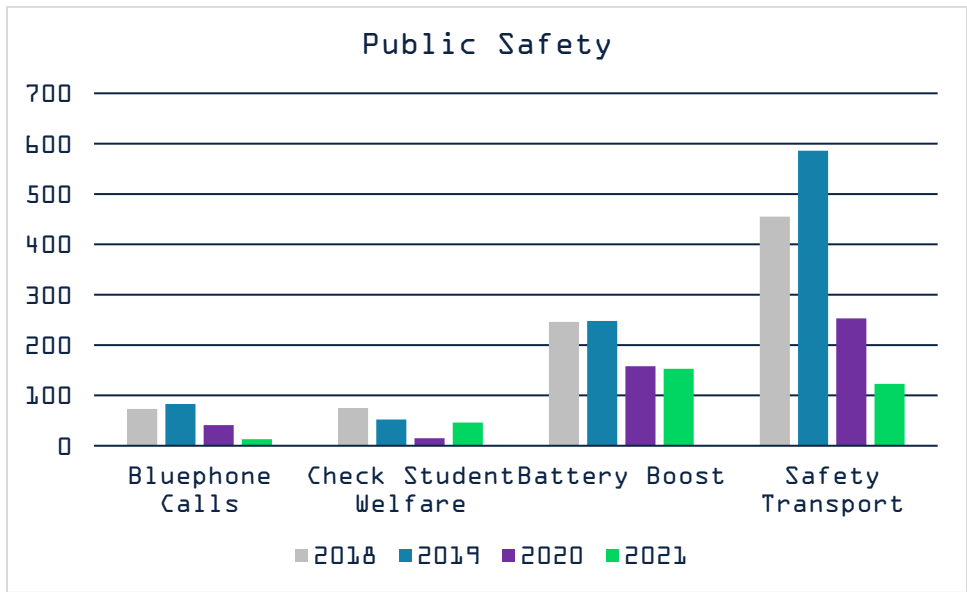
2021 Statistics

Incidents of Personal Crime

Reported Personal Crime bar chart showing values for Robbery, Indecent Acts, Uttering Threats, and Assault for years 2018, 2019, 2020, and 2021.

Incidents of Property Crime

Reported Property Crime

Categories: Theft from Auto, Break and Enter, Theft
Legend: 2018, 2019, 2020, 2021

Public Safety Services

Public Safety

Categories: Bluephone Calls, Check Student Welfare, Battery Boost, Safety Transport
Legend: 2018, 2019, 2020, 2021

Property Protection and Access Requests

Building Security and Access Requests

(Bar chart showing Insecure Premise, Alarm Response, and Building Access for years 2018, 2019, 2020, 2021)