SUBJECT	Campus Security Annual Report – UBC Vancouver
SUBMITTED TO	People, Community & International Committee
MEETING DATE	June 14, 2023
SESSION CLASSIFICATION	Recommended session criteria from Board Meetings Policy: OPEN
REQUEST	For information only - No action requested
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EXECUTIVE SUMMARY

The Campus Security Annual Report provides an update on campus security accomplishments, priorities, and statistics on personal and property crime reported to Campus Security.

Campus Security on the Point Grey Campus realized a number of successes in 2022, as the campus returned to a new normal.

Achievements included:

- Initiating a Model Validation Project to ensure the Campus Security program remains aligned to the diverse and growing campus community. This project includes extensive stakeholder engagement/consultation, a bench marking exercise against other similar post secondary environments as well as an industry best practices and security standards review.   It is anticipated that this project will result in a preferred service delivery model for UBCV to ensure the needs of the community can be sustainably represented.

- Training continues to be a priority for Campus Security on the Vancouver Campus and training was provided for all front line and management staff in areas to support operational effectiveness and team culture including:
    - Completion of Equity, Diversity and Inclusion (EDI) training for all Campus Security staff, inclusive of four staff members trained as EDI workshop facilitators
    - Mental Health First Aid for all officers and supervisors
    - Completion of Advanced Security Training for all officers and supervisors

- Significant progress was made on a review to determine how technology can influence and support the security objectives, including our Electronic Security System (ESS) project and review of the blue phone platform. These reviews will provide Campus Security with a technology road map for how the infrastructure and operational use of technology will cohesively deliver the services aligned to established security objectives.

- A number of functional organizational changes were made to streamline and to ensure resources are adequately distributed and aligned to departmental priorities and strategic direction. These changes included:
    - Integrating the lock smith department and the access services technicians together under a centralized operational leadership model to support collaboration and program alignment

- o The call intake and dispatch department (ComOp) was functionally separated from the security patrol teams to prepare for the upcoming technology and training needs that are specific to this department, as well as establish a more redundant resourcing model for business continuity purposes.

- UBCV has conducted reviews of their security program in higher profile locations across campus, including physical security controls, CCTV applications and intrusion detection systems to ensure the systems in place are adequate to retain a safe and secure space for all. These locations include the UBC Libraries, Museum of Anthropology and Student Residence. The outcome of these reviews are recommendations to collaboratively incorporate into program planning and site-based security controls.

- UBCV continued to respond to escalated behaviours of concern through the threat management program, and supported by the Threat Assessment Committee. Campus Security has supported multiple staff and students to develop tailored safety plans and continue to train the community on best practices to support a safe environment on campus.

APPENDICES

1. Campus Security Annual Report 2022 – UBC Vancouver

2022 Campus Security Annual Report - UBCV

APRIL 2023

THE UNIVERSITY OF BRITISH COLUMBIA

Contents

Message from Campus Security

The 2022 UBCV Campus Security Annual Report, presented by the UBC Vancouver Campus Security Department, details the statistics of calls for service in the campus community during 2022 and the department's operations in 2022 and into 2023.

After an extensive recruitment process, Campus Security welcomed a new Director to lead the program, establishing the department with clear objectives and direction. In 2022 the team was able to uphold prior commitments, while also completing some key operational process improvements. These initiatives included the completion of Equity, Diversity and Inclusion training, mental health first aid training, advanced security training (AST) as well as an internal re-alignment of resources to support critical functions.

UBC operates within a dynamic environment with a diverse community. Safety for everyone in the community is a core value and Campus Security is working to be able to continue to create a safe and secure space for all. As such, in 2023, UBC Vancouver Campus Security is reviewing its services and organizational model to better understand how it can best meet the needs of a rapidly changing community, while providing a supportive environment for Campus Security staff. We are committed to listening, researching, and designing a security model that will serve the community who lives, works, learns and plays on our campus.

To ensure we are aligned to the growing and changing community needs, Campus Security has launched the community engagement phase of the model validation project, to gather the feedback needed to make well informed decisions about any changes necessary in service delivery. With multiple avenues of information collection, including benchmarking other equivalent security services, institutional wide surveys and facilitated workshops, this work demonstrates the Campus Security team's commitment to continuing to provide a safe and secure environment for all members of the community.

2022 Key Data	
Campus Security Calls for Service	10,017
First Aid Requests (Jan 1 2022 – Dec 31 2023)	965
UBCSAFE Vancouver Alert app subscribers (as of Mar 27 2023)	8,377

2022 Highlights & Achievements

Campus Security Functional Re-Alignment for Operational Effectiveness

The Campus Security Department has initiated a reallocation of its existing resources to the three main pillars of its security services, namely Patrol Operations, Communications Operations, and Community Safety. This realignment aims to ensure that each of these critical pillars receives adequate support to meet the required service levels while simultaneously enhancing operational efficiency.

To support these changes, Campus Security have been reviewing the approach to staffing deployments across Campus and are developing recommendations for future strategic planning and staffing considerations. Additionally, the department is exploring alternate shift models, particularly during peak service calls, to improve security coverage and reduce the impacts of staffing shortages due to unexpected absences.

Event Threat Assessments

Over the past six months, there has been a significant increase in the number of events held on campus that have an escalated risk of disruption or reputational risk to UBC. These events require detailed event planning and risk mitigation strategies to ensure the safety of all stakeholders while allowing space for constructive dialogues. The Campus Security department has taken an active role in conducting Event Threat and Risk Assessments and safety planning to address any threats or risks identified for the event. The team continues to explore and implement strategies to work closely with event organizers to ensure events are planned and managed in a way that ensures the safety of all.

Year of Training: EDI, Advanced Security and Mental Health First Aid Training

The department, in upholding commitments and continuously learning to ensure the services and training and aligned to community expectations, the Campus Security team has been diligently engaging with advanced training opportunities. Department staff have undergone extensive trainings in the past year, including the completion of an in-person, 6 module EDI program for all staff, followed by a tailored respectful workplace training provided to all staff to demonstrate the application of the previous learning. Sessions proved to be of exceptional value and opened the conversation for staff around equity, diversity, and inclusion. Campus Security continues to support the EDI learning, by providing this training for other campus groups as trained facilitators.

Further, Campus Security Patrol Officers and Supervisors, have completed Advanced Security Training (AST) over 24 hours of instruction and certifications to support effective de-escalation of critical incidents on campus and support personal safety measures. The security team is also currently in the process of completing Mental Health First Aid (MHFA) Training with 12 hours of instruction and certification to ensure staff are equipped for the increased volume of call responses that are related to mental health challenges. MHFA training will be complete by April 16, 2023.

Safety Awareness Week Engagement

The in-person Safety Awareness Week event was a success with RCMP, Vancouver Fire and Rescue Services, CrimeStoppers, UBC Sexual Violence and Response Office, UBC Emergency Management, RCMP Community Policing Centre and ICBC partnering with UBC Campus Security to interact with Students, Faculty, Staff and Members of the UBC community to raise awareness of personal safety strategies and available supports.

First Aid Program

The Campus Security First Aid program has been consistently making a positive impact on the campus community. The first aid function at UBC was transitioned from a 3rd party provider into Campus Security in 2021 and was

expanded to include student first aid incidents. This service continues to provide positive feedback and engagement opportunities with our diverse community.

Furthermore, the Campus Security officers have undergone an augmentation of their Occupational First Aid Level 2 training by incorporating Mental Health First Aid Training and certification to provided additional capacity of our response to calls that may be related to mental health concerns.

Access Services Reporting Structure

Campus Security have successfully piloted a change in reporting structure within Access Services Team to align the Technician and Locksmith departments, to increase operational cohesion. Historically reporting into two different leaders, this centralized change has resulted in a number of improvements both internally and customer-facing. Staff are better enabled with tools and opportunities for team communication, increasing engagement peer-to-peer, and with leadership. Customer and stakeholder experiences have been prioritized and improved with a clearer and more consistent pathway to help. The focus on improving communication has allowed the ongoing delivery of work to be more consistent, and the reporting structure has better streamed the escalation and resolution process.

Workplace Engagement

Campus Security participated in UBC's Workplace Engagement Survey (WES) in 2021 which resulted in several key areas of actioned focus for Campus Security and Access Services. Valuable staff feedback from the survey and follow-up sessions from leadership stimulated the development of a number of initiatives for improvement. Communication, team connectivity, and training have all been prioritized, with the reporting structure change helping to streamline the implementation. Training for staff included scheduled technical learning days, soft skills for supervisors, Advanced Security Training, mental health first aid, and EDI (Equity, Diversity, and Inclusion). Equipment investments included numerous significant tool replacements and or enhancements to better enable staff performance, reduce risk of injuries, and ensure customer service continuity. This work is ongoing and intended to support a positive working environment for the staff, which will translate into a positive customer engagement with the community.

Blue Phone System Review

Campus Security is undertaking a comprehensive review of the existing Assistance Blue Phone program. Deliverables for this project include UBC stakeholder engagement, benchmarking with peer institutions, assessment of historical use, data analysis, and recommendations to ensure the program provides the intended objectives of accessible access to campus security and incident response situational awareness. The goals are to gain a clearer understanding of the value of the Assistance phones for the community and their role in Campus Security's overall program, to explore expanded capabilities, and to provide both short- and long-term strategic recommendations for further implementation.

Museum of Anthropology Construction Security Planning

The Museum of Anthropology (MOA) is undergoing a dynamic shift of its facility with extensive construction, escalating with the closing of the museum in January 2023. During this period, Campus Security is supporting an ongoing operational plan to protect the site's cultural assets and upgrading the site-based electronic security system. In anticipation of its reopening in late 2023, Campus Security has engaged with a Cultural Asset Protection Consultant and undertaken a full review of the security platform in the museum to receive recommendations on how to improve the overall security program in MOA to ensure the program can align to the future operational use of the space and continue to encourage a culture of continuous improvement.

Memorandum of Understanding and Campus Partners engagement

Campus Security has continued to foster a more collaborative relationship with the RCMP, with weekly meetings held to discuss issues of mutual interest. A Memorandum of Understanding (MOU), with input from students, has been drafted and is currently under final review by RCMP and UBC legal teams for endorsement. The MOU is aimed to document the positive working relationship for sustained alignment of goals and to facilitate the collective responsibility in meeting the needs of the community they serve.

In addition, in partnership with UBC Sexual Violence and Response Office, UBC Investigations Office, Student Housing and Community Service and Student Conduct, the UBC orientation presentation for new University RCMP Detachment recruits was delivered to all four teams at the UBC RCMP detachment. This initiative has helped enhance collaboration between the two organizations, and such meetings are planned to take place annually. Furthermore, plans are in place to hold a similar meeting with Campus Planning & Development and the Vancouver Fire department in the spring of 2023.

2022 Goals and Objectives Update

Campus Security Functional Realignment – Communications Operations

The Communication Operators team is the point of initial intake of all calls for service and reporting into the Campus Security department and has historically been part of the broader security patrol team as a supporting function to the operational needs. As part of the department's re-alignment of critical functions, the communications operations department (ComOp) will be separated from the patrol functions and developed into an independent service function. As the responsibility and duties of the communications operations grows, Communication Operators will be receiving increased level support in terms of staffing level, enhanced training, role specific professional development, dedicated management, and supervisory support as well as enhancements to hardware and software utilized in the ComOp for increased response capabilities for the community.

The ComOp training program is being updated to reflect the increased scope of work and adjustments to the physical environment (workstations and monitors) will be deployed as we move towards centralized monitoring capability. A new dedicated ComOp position, Operations Supervisor, in addition to increased minimum staffing levels from 1 to 2 Operators will require additional staff to be hired in Q1/2 of Fiscal 2023/24 to support the growing Communications Operations Program needs.

Security Technology Renewal Project

Campus Security will continue to focus technology renewal efforts on converting the installation base of legacy Intrusion Systems. Areas covered with the oldest equipment have been prioritized and placed in front of queues to address end of life risks, while adhering to updated installation and design standards, and acknowledging changes with space usage that may affect implementation.

The Museum of Anthropology technology conversion project reached substantial completion, with all equipment now serviceable by Campus Security. Intrusion Systems conversion work proceeded this year with legacy installations being replaced and upgraded. This important work mitigates the risks associated with aging equipment and enables integration to the current platform. New Security technology was also implemented in numerous projects including McLeod Renewal, Music Bldg., Athletics, First Nations Long House, and Brock Commons. 215 new reader-controlled doors were added, along with 71 new intrusion-protected areas, 300 newly managed camera channels, and 160 electronic key safe keysets. This work continues to occur on an ongoing basis as legacy systems are identified and new construction occurs across Campus.

Community Outreach Program Development

In support of Safety and Risk Services strategic goal of enhancing crime prevention programs and community safety, as well as developing a community of risk, safety, and security champions, Campus Security is in the final phase of creating an annual plan for its Outreach Program. This plan will be reflective of a dynamic and shifting environment, to ensure it can continue to meet the changing needs of the community.

The Outreach Program will assist Campus Security in moving towards a community-based, proactive security model that aims to identify and address trending security risks to allow for responding to incidents in a timely and effective manner. By educating and empowering the community, individuals can bridge the gap between Campus Security and members of the community, thereby contributing directly to enhancing safety on campus.

The goals of the Outreach Program are to (1) develop existing and new crime prevention programs to reduce property crime, (2) educate the community about important safety and security topics, and (3) develop community partnerships that can assist Campus Security in understanding and responding to the community's ongoing needs.

Installation Standards

Access Services continues to review and establish standards through FY24, to ensure we are meeting regulatory and manufacturers standards, enabling service and scalability, and meeting the needs of the University community. The endorsement of such standards will influence the installation and application of how security systems are utilized on campus and involves multiple internal and external stakeholders to provide input to support a comprehensive and balanced outcome.

Threat and Risk Assessment

Campus Security has completed a review of the ability to effectively respond to identified threats of disruption or harm, resulting in the recommendation to explore the utilization of a more robust method to monitor online activity related to UBC events and activities. After reviewing solutions, Campus Security will begin a pilot of an online social media monitoring platform for 1 year, starting in April 2023, assessing the effectiveness of a digital platform. This direction is aimed at ensuring Campus Security is aware of threats related to UBC events, personnel and property and can more effectively respond upon notification.

Electronic Security Systems (ESS)

The ESS project continues to engage external consultants and business analysts to support the development of a solid business case for the IT Capital Project Investment request. The project, formally known as the Transforming Public Safety Through Enhanced Electronic Safety & Security Project, this foundational assessment work is critical for clarifying how and where technology changes will enhance departmental effectiveness and is helping drive business case recommendations. Strategic recommendations for risk mitigation, operational improvement, and user experience will be finalized, costed, and value-proposed to support the business case, aimed to identify the most viable pathway for improvement of service and mitigation of risk through technology enhancements.

2022 Security Incident and Event Data

The statistics in this report refer exclusively to information reported to Campus Security in the calendar year from January 1, 2022, to December 31, 2022.
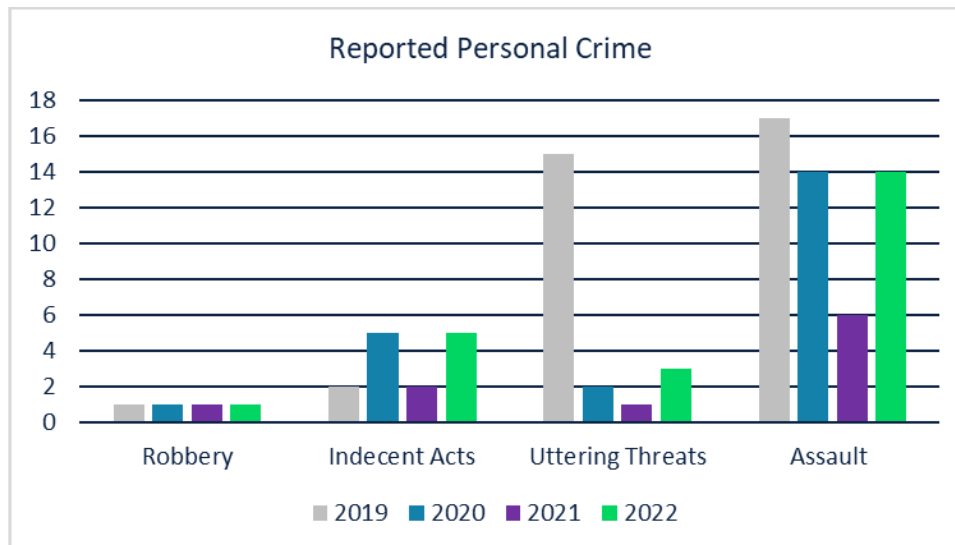
Significant Incidents Summary

The following table presents significant incidents that occurred during the year as compared to the previous three years. This numerical data is visually represented in subsequent pages.

Significant Incidents Summary		2019	2020	2021	2022
Personal Crime	Assault	17	5	7	14
	Robbery	1	1	3	1
	Uttering Threats	15	2	1	3
	Indecent Acts	2	5	2	5
Property Crime	Break and Enter	73	54	43	20
	Theft	255	102	116	139
	Theft from Auto	35	26	15	7
Public Safety Services	Bluephone Calls	83	41	13	24
	Safety Transport	586	253	123	234
	Battery Boost	248	158	153	188
	Check Student Welfare	52	15	46	93
Property Protection and Access Requests	Insecure Premises	719	1225	761	619
	Alarm Response	2229	2178	2134	2509
	Building Access	3360	3456	3481	3874

2022 Statistics

Incidents of Personal Crime

Reported Personal Crime

Categories: Robbery, Indecent Acts, Uttering Threats, Assault

Legend: 2019, 2020, 2021, 2022

Personal crimes have seen a trend of occurrence on an infrequent, but consistent manner from 2019-2022.

Robbery (1 Reported in 2022)
The incident was reported to Campus Security by the victim via Blue Phone, which was escalated to RCMP for further assistance. Campus Security supported RCMP to monitor the area adjacent to Wreck Beach for suspect who was reported as threatening victims with bear spray.

Indecent Acts (5 Reported in 2022)
Indecent Acts incidents on Campus are engaging in explicit sexual activity in public that can reasonably be considered offensive or unacceptable. All five incidents in 2022 fell within this categorization.

Uttering Threats (3 Reported in 2022)
Incidents of Uttering Threats are threats of physical harm that the victim has reason to believe is credible. Campus Security supports the impacted community by conducting safety planning and upholding any established risk control, which may include safety escorts, site reviews, and referrals to other support services on Campus. In 2022 the incidents included a social media threat, a threat to a staff member and to a student by known individuals, all of which were referred to RCMP.

Assault (14 Reported in 2022)
There was a total of 14 assault incidents reported to Campus Security in 2022, which is consistent to prior years reviewed. All incidents of assault are escalated to RCMP, with support services offered to community members involved by campus security. In 2022 the incidents included 3 unprovoked assaults, 5 assaults between parties known to each other, 3 with unknown origin, 1 bystander of a physical altercation and 2 targeted at on-duty security officers.

Incidents of Property Crime

With the return of students and staff to campus, there is a notable shift in the types of property crime, shifting from property-based incidents, to more opportunistic assets being stolen.
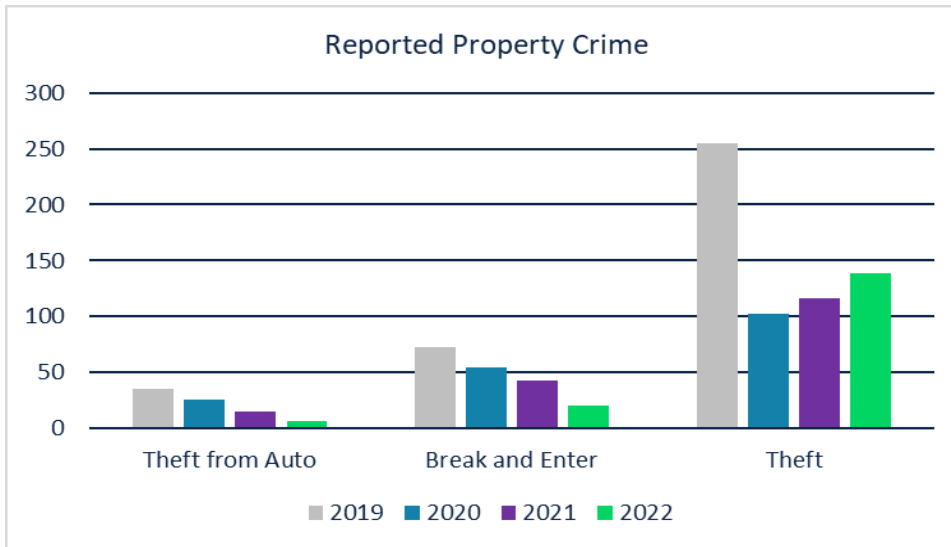
Public Safety Services

The utilization of public safety services has seen a recent increase, with an exception in the use of safety transports due to redundant services in AMS safe walk program and adjustments to data collection process.
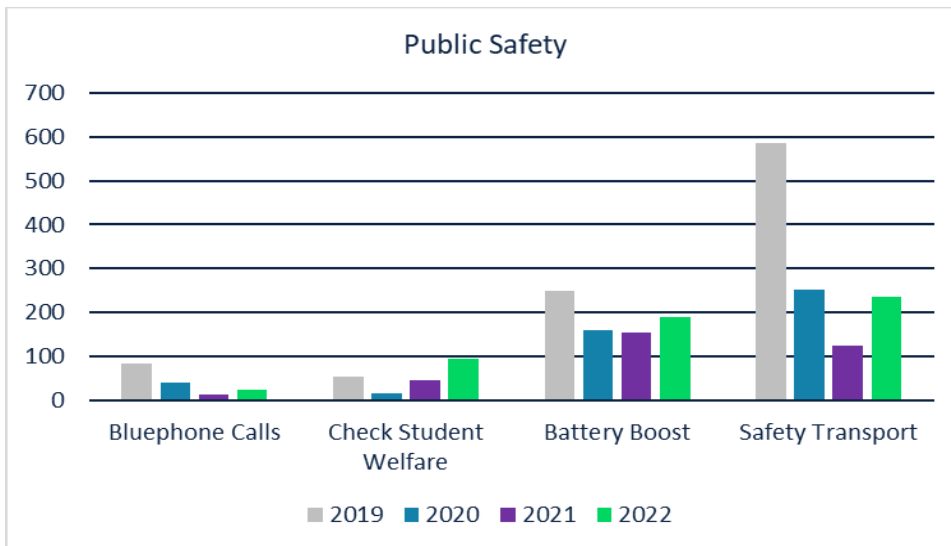
Property Protection and Access Requests

Progressive increase in calls for service from 2019-2022. The decline of 'insecure premise' incidents is primarily attributed to the return of staff and students to campus, leaving buildings occupied more frequently