

a place of mind



University of British Columbia

Campus Security

2008 & 2009
**Annual
Report**

In Partnership with Our Campus Communities

The Gates at the 10th Ave



UBC CAMPUS SECURITY

2008 & 2009 Annual Report to the Board of Governors

EXECUTIVE SUMMARY

Campus Security at the Vancouver and Okanagan campuses are committed to providing and maintaining a safe and secure environment that serves to enhance the quality of life for students, staff, alumni, residents and guests of the University on both Campuses.

Campus Security at the Vancouver campus has undergone significant growth and organizational change during the past two years. These changes have ensured that the evolving security needs are being addressed and that services are being delivered in a strategic, effective and efficient manner. Significant changes include a work shift that provides four teams of full time staff to provide 24/7 service ensuring consistent and professional service delivery at all times.

Additional core funding allowed for increases in Security staff deployed providing proactive continuous zone patrol coverage. This has resulted in a dramatic decrease in break & enters over the past year. In 2008 this campus experienced 104 break & enters and in 2009 we reduced this number to 20. Another contributing factor to these reductions has been a more strategic approach using crime analysis allowing for effective deployment of available resources. Our partnership with the RCMP over the past two years on joint Crime Reduction initiatives has allowed each of our departments to leverage combined resources reducing serious criminal incidents and interrupting criminal activity resulting in arrests and prosecution.

The criminal statistics for UBC Vancouver campus included in this report paints a picture of a very safe community considering the size and population. Crimes against persons are minimal and generally very minor in nature. Property crimes other than break & enters are crimes of opportunity involving minor thefts. Prime target areas for these thefts have been identified and we expect to work with our UBC partners to reduce these occurrences throughout 2010 utilizing a number of strategies including target hardening and education.

Campus Security Vancouver has over the past year reduced our patrol vehicles by one and expanded our bike team. Our long term strategy will involve further expansion of the bike team and increasing foot patrols throughout the campus. The combination of increased Security staffing and pro-active zone deployment has allowed the staff to identify 1,887 insecure buildings or doors over the past year as opposed to 507 and 572 respectively over the two previous years. Each of these insecure premises occurrences are followed up with the client to ensure corrective measures can be taken.

Over the past 2 years, Security agreements with the Museum of Anthropology, IK Barber Library and the Life Sciences Centre to increase Security staff have enhanced the protection of valuable resources and sensitive materials.

Campus Security has been very involved with Campus partners in developing Emergency Preparedness strategies and contracting a University wide Emergency Notification System. The security preparation for the 2010 Olympics and Paralympics in partnership with VANOC, the Vancouver Integrated Security



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Unit (police) and University Detachment RCMP has been an on ongoing exercise. We feel comfortable that the University is well prepared to host this event from a security perspective.

Campus Security Vancouver continues to work closely with the Okanagan campus to share knowledge and systems to the benefit of both departments. Campus Security Vancouver has integrated the Okanagan campus into their D3 records management system and we are working closely on administrative processes and system selections.

Campus Security Okanagan have involved themselves in a number of proactive initiatives and expanded partnerships over the past year with a number of positive results. The occurrence and crime statistics at the Okanagan campus are indicative of the significant growth and expansion being experienced. An examination of security resource needs to support the continued growth at the Okanagan campus will be a priority in 2010.

This report contains a comprehensive overview of initiatives, programs and occurrences for the both the Vancouver and Okanagan Campus Security departments. Both departments will continue to work closely with one another over the next year exploring synergies and solutions to common issues.



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This report covers a 2 year period from January 1, 2008 to December 31, 2009 for both the Vancouver



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and Okanagan campuses where security is managed and directed by UBC staff.

overall security responsibilities and management do reside independently with each campus.

INTRODUCTION

UBC Campus Security has been part of the Vancouver Campus since 1955 when Physical Plant employed a “person to ticket vehicles on Main Mall and to keep an eye out for fire safety”. Since those early beginnings, Security has evolved to include building security, pro-active patrols, community awareness & outreach, crime reduction and electronic security & access control systems.

UBC includes Vancouver, Robson, Great Northern Way and Okanagan campuses.

Different approaches are used to address the security needs at each campus:

- The Vancouver campus has security managed and directed by UBC staff. All security services are provided by in-house UBC staff.
- The Robson Square campus shares security with the Law Courts. Security is managed and directed by a private Facilities Management Company and subcontracted to an outside private Security company.
- Great Northern Way campus is shared with other Institutions. Security is managed and directed by an outside private Security company.
- Okanagan campus has security managed and directed by UBC staff. The day to day security service is contracted to an outside private Security company.

While the Security Management at the Vancouver campus does provide advice and consultation to all campuses on security issues when requested, the

VANCOUVER CAMPUS - SECURITY OVERVIEW

The Vancouver campus is spread over 1,000 acres and has a faculty, staff & student population of approximately 60,000. In addition there are several thousand non-UBC employees and residents living on campus.

The Director of Campus Security at the Vancouver campus manages Security Programs and Services in 3 specific areas:

- Security Operations - provides 24/7 campus wide patrols, static building security, communications dispatch and electronic security monitoring & response. Security staff patrol campus in assigned zones by vehicle, bike and on foot.
- Secure Access - provides consultations, installations and technical support for departments to assess needs for intrusion alarm systems, cameras and card access control services.
- Community Relations - provides campus safety initiatives and crime prevention programs with a focus on education and awareness, outreach and training. Community Relations also provides after care service to those who have experienced a “Personal Security” situation; operates the Central Lost & Found; conducts Security Risk Assessments of existing buildings; and, Crime Prevention Through Environmental Design reviews of new buildings and facilities.

ANNUAL STATISTICS

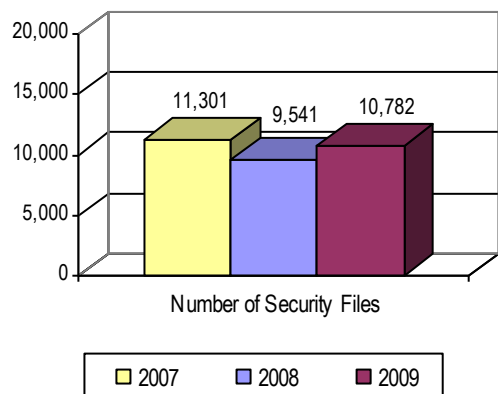


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a) Campus Security Service Files

Chart 1: Vancouver Campus Security Files



Security at the Vancouver campus provides services at many different levels to the campus community. In 2009, Campus Security dealt with just less than 11,000 security related incidents. Files are created when a security report is received or a security related task is performed by staff. Additional community based services like general inquires through the 24/7 Communication Centre, lost & found occurrences, outreach events, workshops and assistance with police investigations are not captured in these numbers.

b) Security Response & Preventative Patrols

Campus Security provides 24/7 strategically directed pro-active patrols of campus. Security is deployed in 6 zones throughout campus to provide maximum coverage. Staff in each zone pays particular attention to checking buildings and identifying insecure premises. Security is in regular communication with the police who also patrol the campus and surrounding areas.

In the 2009/2010 fiscal year, Campus Security received funding for 2 additional Security staff members on each of the 4 teams to patrol the Campus. This has resulted in a significant increase in the number of buildings checked and identification of

insecure premises for 2009. This is one of the contributing factors to the decreased number of break & enters for 2009 (see chart 2).

Table 1: Response & Preventative Patrols

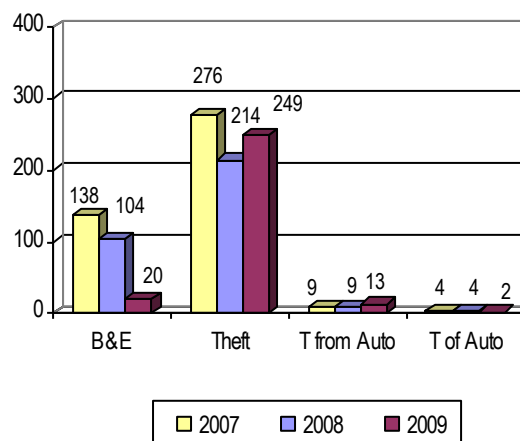
	2007	2008	2009
Building Checked	59,436	61,528	94,825
Insecure Premises	507	572	1,879
Alarm Responses	2,217	2,042	2,346

c) Reported Crime Incidents & Campus Safety

Reported Property Crimes

Strategic Analysis of reported criminal offences allows for the development of crime reduction strategies and effective deployment of available resources.

Chart 2: Vancouver Campus Reported Property Crime



Break & Enter – There was a significant reduction of B&E's in 2009. This is attributed to pro-active preventative patrols, increased security staffing, prevention programs and a significant arrest. In 2008 computers were targeted. Security interrupted a B&E in progress and two weeks later with the RCMP to stop another. The individuals were identified and the targeted incidents ceased.

Theft – The majority of thefts are unattended laptops, backpacks and wallets. Targeted patrols and education programs will continue to address this



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issue. In 2009 Campus Security and the RCMP implemented a bait locker program in the Student Recreation Centre.

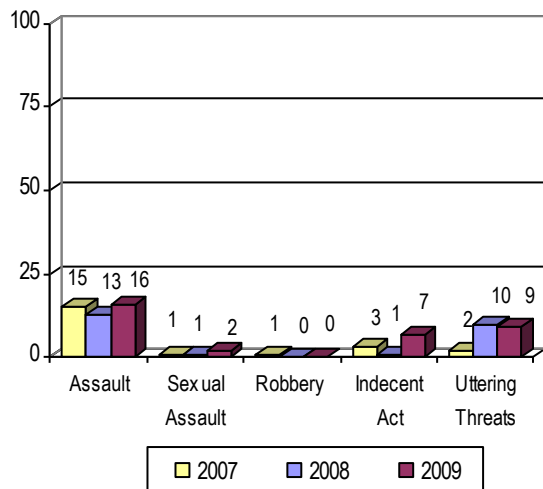
Theft from Auto - There was a slight increase in 2009. The new target of choice is Global Positioning Systems (GPS) devices being left in vehicles. Campus Security has increased mobile and bike patrols in parking facilities as a preventative measure.

Theft of Auto – The files in 2009 included a vehicle stolen from outside of UBC and found abandoned by Campus Security and a vehicle illegally removed from the impound lot by the registered owner.

Reported Personal Crimes

Reported offences involving crimes against persons continue to be extremely low and minor in nature for a community with the size and population of the Vancouver campus.

Chart 3: Vancouver Campus Reported Personal Crime



Assault – Incidents in 2008 & 2009 include domestic issues, intoxicated individuals, academic disputes between students and violence against security staff.

Sexual Assault – The files in 2009 included two complaints. The first was an allegation by a student towards an advisor and the second by a researcher

that alleges a colleague grabbed her sexually. Both incidents were reported to the RCMP.

Robbery – There were no reported incidents in 2008 or 2009.

Indecent Act – Incidents in 2008 & 2009 include intoxicated students removing clothing, public urination and relations between consenting adults in public view.

Uttering Threats - Incidents in 2008 & 2009 involved persons known to each other. The threats were made using email, voice mail or text messages. The files from 2008 include 2 separate threats made by the same individual against the Biological Sciences Building.

d) Security Assistance to the Community

Campus Security receives requests from the campus community for assistance and support for a variety of issues. In all situations, Campus Security attempts to provide assistance or refer callers to the appropriate support service.

As noted in table 2, building/room access requests, transports (regular and disabled) and vehicle jump starts are the most requested services from the campus community.

Table 2: Assist UBC Files

	2007	2008	2009
Access Requests	1,236	1,074	1,111
Transports	1,770	1,346	1,977
Vehicle Jump Starts	223	260	301

Access requests are generally provided to member of the campus community conducting maintenance or repair work, persons who have forgotten keys at home or locked keys in their office. In all cases, the appropriate identification is requested.



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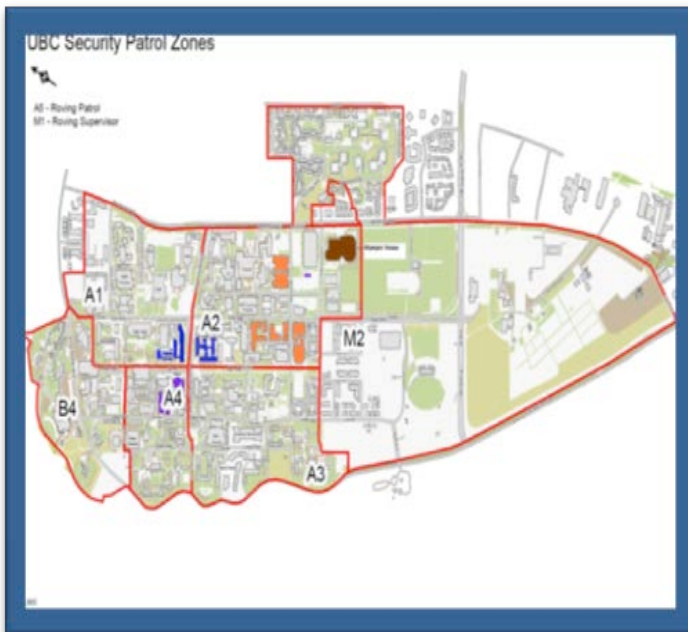
In 2009 Campus Security provided just under 2,000 transports accounting for approximately 900 security staff hours (based on an 8 hour work day, this equates to 112 days).

Campus Security provides free assistance to motorists who are unable to start their vehicle engines. This program is valuable for increasing personal security especially for those who may be otherwise stranded late at night.

VANCOUVER CAMPUS SECURITY ACHIEVEMENTS

Operations 2008 & 2009

- Implemented a new strategy to deploy security resources in campus zones to provide maximum coverage and pay particular attention to checking buildings and identifying insecure premises.



- Launched new Campus Security bike team with dedicated staff on each team assigned to patrol on bike. Bike team members are Can-Bike certified and equipped with proper gear to ride year round.



- Implemented a new security shift schedule for staff to provide for greater 24/7 coverage of the campus.
- Enhanced service delivery and staff accountability for static building sites where Campus Security provides direct services. The enhancements include using the Guard Tour systems, updated electronic communication devices, key lock security systems, and development of tailored standard operating procedures and training.
- Obtained funding to provide additional Security staff for the Life Sciences Building, Museum of Anthropology and campus zone patrols.
- Ensured that all staff met training and licensing standards required by the new Provincial Security Services Act and Regulations.
- Re-designed and updated Security uniforms to meet the requirements of the new Provincial Security Services Act and Regulations.
- Disposed of 3 non energy efficient security vehicles and replaced with 2 fuel efficient vehicles. This allowed for a greater number of Security staff to patrol on foot or bike.
- Updated Security detailing on vehicles to increase visibility allowing the community to easily distinguish the Security vehicles from other UBC vehicles. The increased visibility provides a greater sense of safety to the community and acts as a deterrent for potential criminal activity.

Emergency Preparedness & Response 2008 & 2009

- Provided support to a number of police agencies including major crimes, emergency response



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tactical team, hostage negotiation team from RCMP and Vancouver Police, and the local detachment in response to a threat directed to the Biological Sciences Building in January and February 2008.

- Tested 2 emergency mass notification systems (via phone and text messaging) and selected a program that is able to meet the needs of the campus in an emergency situation.
- Participated on the Emergency Preparedness Steering Committee (EPSC) and Emergency Communications Sub Committee to develop an Emergency Communications protocol. The protocol was completed and posted on the UBC web site. The work of this committee is ongoing.
- Partnered with Health & Safety Emergency Preparedness and the RCMP in co-developing a Lockdown Protocol for UBC. Assisted in the development of Lockdown video for delivery to everyone on Campus (www.emergency.ubc.ca). Conducted joint presentations throughout campus on lockdown and emergency preparedness.
- Drafted and tested the departmental Business Continuity plan. A back up Security dispatch and alarm monitoring centre has been created.
- Received funding in late 2008 to work with the RCMP on developing an integrated standard approach to emergency response for the Vancouver campus. The RCMP School Action For Emergencies Plan (SAFE) project encompasses photographing and collecting all pertinent information/data for all buildings. Information will be input into the SAFE Plan database and used by police officers responding in the event of a critical emergency. This is the largest SAFE Plan project in Canada. To date, the project is 70% complete.
- Participated in the planning and practice of the annual Emergency Exercise Scenario at the Emergency Operations Centre.
- UBC Security provides emergency support services to students traveling abroad through the Go Global program.

Olympic Preparedness 2008 & 2009

- Campus Security participates on University Olympic Committees and works with various police groups (Integrated Security Unit/RCMP) in preparation for the Olympics.
- Participated in risk assessment planning with the Police Olympic Venue Planners.
- Worked with Plant Operations and Health, Safety & Environment to conduct Olympic Risk Assessments. The project identified specific buildings with a potential risk and developed an operational plan to enhance security.
- Installed Electronic Security systems into the new Thunderbird Arena.
- Participated in the Olympic Security Exercise Gold (UBC portion) as part of the 2010 Olympic Integrated Exercise Program. The goal of Exercise Gold is to confirm that a coordinated response is in place to deal with any emergency that may occur during the 2010 Winter Games.

Crime Prevention and Community Service Initiatives 2008 & 2009

- Continued workshops and outreach awareness impacting over 22,000 people. This includes distributing "Safety Whistles" and "UBC Safety Card" (emergency & safety resources contact information) at the Main Event Carnival to 7,000 first year and transfer students.
- In 2009 Security Risk Assessments and CPTED Reviews were conducted and technical reports prepared for 37 facilities.
- "Holiday Watch" was developed to reduce B&Es over the December break (highest incidents of



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B&E). The program includes education, hot spot identification, targeted patrols and building lock ups. The B&E's were reduced from 12 in 2007 to 1 in 2008 and 2 in 2009.

- The bike theft reduction program includes: general awareness displays; the bait bike program; and bike engraving.
- The property engraving program provides for increased chances of stolen property being returned to owners. It also acts as a deterrent as marked property is more difficult to sell.
- The key watch program aids in the recovery of lost keys. Campus Security pays for the postage of keys returned through Canada Post and contacts the registered owner.
- Implemented a speed watch program for campus focusing on reducing vehicle speeds. Campus Security focuses on internal UBC roads while the RCMP focuses on all other roadways.
- Worked with Emergency Services to ensure that licensed events are planned with the appropriate measures to increase safety. The larger events were the AMS Block Party, Radiohead, Jack Johnson and Warp Tour concerts.

Table 3: Licensed Events

	2008	2009
Licensed Events	322	441
Licensed Capacity	99,000	84,000

- Worked with the RCMP and Police Protective Services to enhance security for VIP visits. A highlighted visit in 2009 was the Emperor and Empress of Japan.
- Presented cases of Non Academic Misconduct to the Presidents' Advisory Committee. In 2008, three cases were presented and 15 in 2009.
- Participated in community events including serving Christmas dinner to students at International

House and raising funds for the United Way through the events including the Lost & Found sale.

- Campus Security operates the central Lost & Found. The program has a 90% success rate in returning higher valued items including wallets; laptop computers and electronic devices. As part of our sustainability initiative unclaimed items are donated. These include:
 - Eyeglasses to "Third World Eye Care Society";
 - Clothing to "Collingwood Neighbourhood House";
 - Books via the Bookstore to "Books for Africa".

All other unclaimed items are sold at the Annual Lost & Found sale and the money is donated to the "United Way".



Table 4: Lost Items Returned

	2008	2009
Items Returned	750	1,350
Value of Items	\$102,000	\$132,000

- Participated on campus committees including:
 - Crisis Intervention Team
 - University Health & Safety Committee
 - Community Liaison Committee
 - Emergency Preparedness Steering Committee
 - Emergency Scenario Planning Committee
 - Suicide Awareness Committee
 - RCMP Community Advisory Committee
 - Ergonomics Committee
 - UBC Climate Action Plan – Vehicles and Fleets Committee



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- Participated in a 3 year academic study with the Universities of Washington and Wisconsin on the “Campus Health Intervention Project” (CHIPS) to reduce high risk drinking among University Students by means of brief physician advice.

efficient deployment of patrol staff response to alarm calls.

- Cooperated with RCMP in their investigation and successful recovery of stolen UBC property from MOA.

Secure Access 2008 & 2009

UBC Secure Access-provides installations and support for alarm systems, cameras and card access systems.

- Increased installation base of new and existing alarm accounts, access control system card readers and closed-circuit television.

• Table 5: New & Expanded Installations

	2008	2009
New Alarm Accounts	27	18
New Access Systems	95	161
New Cameras	47	29
Expanded Systems	38	15

- Notable installs in 2008 & 2009 include: Bio Diversity; Sauder; Peter Wall; Chemical & Biological Engineering; Bookstore; Life Sciences; Thunderbird Winter Sports; Buchanan; Friedman; and, COPP buildings.
- Continued to commission externally provided alarm and access control systems in Life Science and Barber Library. This includes ensuring that camera and alarms can be monitored in the new Life Sciences Security room.
- Participating in the Keyless Committee to identify and implement University access strategies that will be deployed campus wide over the next few years.
- Participating with MOA staff and providing feedback to Consultant Jim Davis’s MOA Security Plan recommendations.
- Enhanced intrusion monitoring infrastructure to better support centralized 24/7 monitoring of alarms by the Communication Centre and more

Staff Training 2008 & 2009

Campus Security is committed to continuous learning by providing its employees with training opportunities that enhance their work and leadership skills. Some of the training received by staff includes:

- First Aid
- World/Superhost
- Refresher Basic Security Training (BST)
- Self Defense Training
- Respectful Environment Workshop
- QPR (Suicide Awareness)
- College and University Student Threat Assessment
- Resolving Conflict in the Workplace
- Advanced Crime Prevention Through Environment Design (CPTED)
- Healthy Brain Seminar

OKANAGAN CAMPUS - SECURITY OVERVIEW

The Okanagan campus is spread over 260 acres. The faculty, staff and student population is approximately 7,700.



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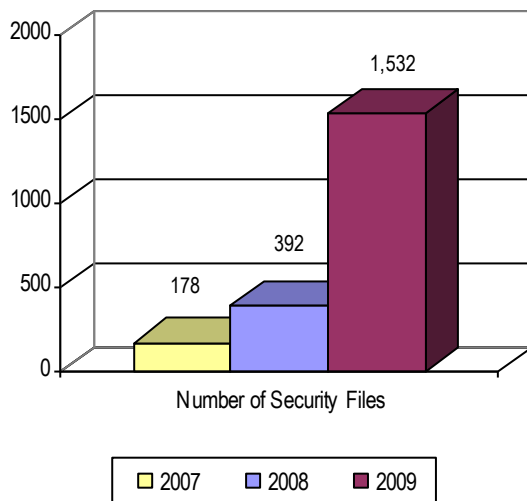
The Manager of Security and Parking is responsible for Security of the Okanagan campus. Security patrols are provided by an external private security company.

ANNUAL STATISTICS

a) Campus Security Service Files

With the increased growth of the campus the number of files both reported and investigated has more than tripled from the previous year. The campus is expected to continue to grow for the next three years with anticipated population numbers to reach about ten thousand in total.

Chart 4: Okanagan Campus Security Files



The dramatic increase in security related incidents from 2008 to 2009 has had a significant impact on the department's ability to provide service with existing staff levels. Additional resourcing options are being explored as the campus continues to expand.

Police, fire and ambulance services on site are limited to emergency response and more serious criminal incidents. The RCMP announced this year that the Kelowna area has the highest rate of criminal activity

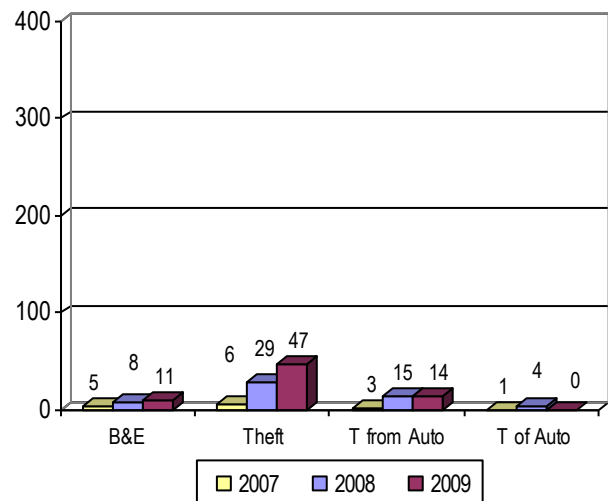
in the province thus limiting their ability to involve themselves in more proactive initiatives. This reality places additional pressure on the campus security team.

b) Reported Crime Incidents & Campus Safety

Reported Property Crimes

Strategic Analysis of reported criminal offences allows for the development of crime reduction strategies and effective deployment of available resources.

Chart 5: Okanagan Campus Reported Property Crime



The greatest increases were in the number of thefts and thefts from auto. These are generally crimes of opportunity with the majority of **thefts** occurring when items are left unattended in residences and food service eating areas.

With the growth of the Okanagan campus, a larger number of vehicles are now arriving on campus. Many vehicles are now equipped with electronic devices such as GPS units and video players. These new targets have increased opportunities for **thefts from auto**.

Reported Personal Crimes

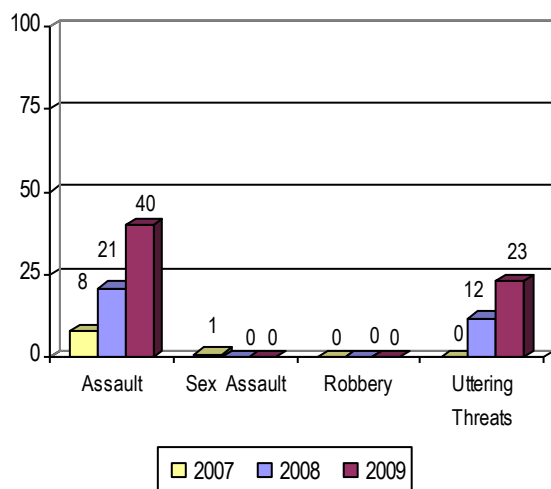


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Reported offences involving crimes against persons continue to be low in nature for a community with the size and population of the Okanagan campus.

Chart 6: Okanagan Campus Reported Personal Crime



The greatest increases were in the number of assaults and threatening files. The majority of the **assault** files were alcohol related and approximately half of the incidents occurred in student residences.

The majority of **uttering threat** files was between students. Most are alcohol related.

c) Security Assistance to the Community

Campus Security receives requests from the campus community for assistance and support for a variety of issues. In all situations, Campus Security attempts to provide assistance or refer callers to the appropriate support service.

The increasing number of fire alarms and first aid calls consume considerable amount of staff time. These incidents combined with the increase in criminal activity on campus, particularly within the residence population, fully consumes the energies of the security team.

Table 6: Assist UBC Files

	2007	2008	2009
Mischief/Vandalism	n/a	40	112
Fire Alarms	19	38	129
First Aid	29	62	133
Liquor Offences	n/a	10	45

OKANAGAN CAMPUS SECURITY ACHIEVEMENTS

Operations 2008 & 2009

- The Campus Security office was expanded as a result of the Parking department moving to a new space. With the steady growth of campus, the expansion meets the needed space requirements.
- Piloted a new “Student Code of Conduct for Non Academic Discipline” program on campus under the direction of the UBC Legal Department and University Act. A total of 42 investigations/hearings have been conducted since September 2009.
- In 2008, Partnered with the Student Union and the AVP Students’ office to start a Campus Walk Safe program using the Student Work Study program. In 2009 the Walk Safe program expanded to employ over 30 students.
- Created a Student Proctor program for safety and security programs within the new University Centre. This has helped to reduce vandalism and provide a safe and secure area.
- Partnered with Campus Security Vancouver to integrate into their D3 computerized incident reporting system for records management purposes and the gathering of statistics.
- Increased our local profile through campus community programs like “Holiday Watch” and participation in fundraising activities on campus.
- In partnership with the RCMP and Housing staff, a false fire alarm abatement program was implemented. The program included increased surveillance, an education and awareness training for Housing Residence Attendants and loading dye



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packs into fire pull stations. In October 2009, three people arrested by the RCMP for falsely pulling a fire alarm. There has been a substantial reduction in false fire alarms since the arrests.

- Partnered with the local RCMP detachment to open a community policing station on campus. The RCMP appointment a liaison officer to assist us with any detachment enquiries.
- Added a dedicated vehicle with detailed security markings to the unit. This allows for increased patrols to deter potential criminal activity and enhances community safety.
- Provided technical advice on the implementation of electronic security solutions throughout the various stages of new building construction projects.
- Initiated a project to implement a new campus wide security program integrating Salto access control systems and CCTV cameras in a Genetec software platform utilizing new and existing intrusion alarm systems. This project is on-going.
- Ensured that all staff met training and licensing standards required by the new Provincial Security Services Act and Regulations.
- Created a new campus liquor licensing program to reduce risk management issues and ensure that Provincial liquor laws are observed.
- Partnered with the RCMP to start and implement the School Action For Emergencies (SAFE) Plan for the UBCO campus and local school districts.
- Participated in the planning and practice of the annual Emergency Exercise scenario at the Emergency Operations Centre.

Emergency Preparedness and Response 2008 & 2009

- Partnered with the Okanagan campus managers of Health Safety & Environment (HSE) and Facilities to develop an Emergency Operation Centre (EOC) response plan and command centre on campus. Health, Safety & Environment has secured a contractor to assist in the set up and implementation of the program.
- Expanded the use of Salto access control systems on new buildings to commence a lock down procedure on campus.