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This report covers a 1 year period from January 1, 2011 to December 31, 2011 for both the Vancouver and Okanagan campuses where security is managed and directed by UBC staff.

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, proactive patrols, community awareness & outreach, crime reduction and electronic security & access control systems.

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

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

• The Vancouver campus has security managed and directed by UBC staff. All security services are provided by in-house UBC staff.
• The Okanagan campus has security managed and directed by UBC staff. The day to day security service is contracted to an outside private Security company.
• The Robson Square site 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.
• The Great Northern Way site is shared with other Institutions. Security is managed and directed by 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 overall security responsibilities and management reside independently with each campus or site.

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 their needs for intrusion alarm systems, cameras and card access control services.
• Crime Prevention & Community Relations - provides campus safety initiatives and crime prevention programs focused 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

a) Campus Security Service Files

Security at the Vancouver campus provides services at various levels to the campus community. In 2011, Campus Security dealt with 15,058 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 reflected in these numbers.

b) Security Response & Preventative Patrols

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

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.

Break & Enter – There was a reduction in the number of B&E’s from the previous year. This remains significantly lower than the 138 incidents in 2007.

Theft – The majority of thefts are bikes, shoplifting or unattended laptops, backpacks and wallets. The total includes 57 theft of bikes and 18 shoplifting incidents.

Theft from Auto - There was a slight decrease in 2011. The target of choice is Global Positioning Systems (GPS) devices and I-Pods left in plain view.

Theft of Auto – There were no theft of autos reported to Campus Security in 2011.
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.

Assault – Of the 7 assaults:
  - 2-associated with participation in a sporting event;
  - 1-person pushed from behind outside a non UBC Pub;
  - 1-dispute over smoking outside the Hospital;
  - 1-dispute between contractors working on campus;
  - 1-dispute between students in Housing;
  - 1-dispute between students outside Sorority

Sexual Assault – Of the 2 sexual assaults:
  - 1-person came from behind, touched the victim sexually on the backside and fled;
  - 1-historical report of sexual touching from 2009

Robbery – No reported incidents.

Indecent Act – Of the 3 indecent acts:
  - 3-persons touching themselves sexually

Uttering Threats – Of the 4 uttering threats:
  - 1-anti Semitic message left on voice mail;
  - 1-electronic message threatening harm to another person;
  - 1-person with mental health issues requests money on threat of harm to another person;
  - 1-electronic message threatening harm to another person

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 refers callers to the appropriate support service.

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

Table 2: Assist UBC Files

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Requests</td>
<td>1,111</td>
<td>1,760</td>
<td>1,728</td>
</tr>
<tr>
<td>Vehicle Jump Starts</td>
<td>301</td>
<td>258</td>
<td>288</td>
</tr>
</tbody>
</table>

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 required before access is granted.

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.
SECURITY OPERATIONS

- **Bike Patrol**: The bike patrol (24-hrs) continues to be successful providing increased high visibility presence and improved interaction with campus users.

- **Vehicle Patrol**: Two patrol vehicles (Ford Escapes) were leased this year to replace aging vehicles. The vehicle decals and color (white) were selected for high visibility. The vehicles have been well received by staff and campus users. One of the vehicles is a hybrid to support our sustainability initiative.

- **Security Staffing**: The Assistant Operations Manager role has been re-focused to a Facilities Security Manager. This position will be dedicated to managing the specific requirements related to security operations at the various facilities with permanent on site security staff.

- **Building Security**:
  - Sauder School of Business – This was the first full year of dedicated security operations in the facility. Extra security Patrols were added while phase 2 of the construction came to the end in Sauder. This was to help make the transition easier during a vulnerable period while new equipment was being moved in and installed.
  - Museum of Anthropology – Supported 6 high profile exhibits held in Audain and O’Brian Galleries during the course of the year. Security Patrol and Attendants continue to work with the museum to ensure that a high standard of security is maintained to protect the unique assets present at this facility. The new Facilities Security Manager will be focused on direct management of the museum’s security program.

- **Cultural Property Protection**: The growing number of Museums, Galleries and Specialized Collections has made UBC a destination for Culture and Entertainment. Security for facilities housing these types of artifacts requires special consideration. Consultations with University venues housing cultural assets are ongoing.

- **Security for Special Events**: Worked with UBC Internal Audit to conduct a live theft scenario test of the electronic systems and security response in this facility. All systems and response protocols were followed and staff reacted in a quick and professional manner.

- **Life Sciences Institute**: Continued to build relationships with clients in LSC to better understand their security needs. Security systems upgrades were adapted to support the changing requirements.

- **Irving K. Barber Library**: Continued to provide education & awareness information to students to reduce the risk of valuables being left unattended. Partnered with the RCMP to increase visible presence in this facility.

- **Security for Special Events**: Worked with UBC Ceremonies, the President’s Office and a number of other groups to ensure that special events on campus are planned and implemented in a safe manner that encourages open respectful dialogue.

- **Participation in Campus Emergency Preparedness**:
  - Active member on the University Emergency Preparedness Steering Committee (EPSC).
  - Participated in the planning and practice of the annual Emergency Exercise Scenario at the Emergency Operations Centre.
  - Provided emergency support services to students traveling abroad through the Go Global program.
CRIME PREVENTION & COMMUNITY RELATIONS

• Personal Security Outreach & Workshops: Outreach & workshops impact about 20,000 people. This includes distributing “Safety Whistles” and “UBC Safety Cards” at the Main Event Carnival to 1st year and transfer students.

• New & Improved Web Site: The new website has an updated UBC look-and-feel. Further enhancements include a more user-friendly interface and many new features, information, and resources.

• Social Media: Facebook remains as an incredibly effective communication tool with about 250,000 views of our page.

• Lost & Found: The central Lost & Found handles about 6,300 ‘Lost’, ‘Found’ & ‘Returned’ files yearly and has a 90% success rate in returning higher valued items including wallets; laptop computers and electronic devices.

Table 3: Lost Items Returned

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items Returned</td>
<td>1,350</td>
<td>1,423</td>
<td>2,335</td>
</tr>
<tr>
<td>Value of Items</td>
<td>$132,000</td>
<td>$208,450</td>
<td>$143,000</td>
</tr>
</tbody>
</table>

As part of our sustainability initiative unclaimed items are donated. Some of the recipients include: Eyeglasses to 3rd World Eye Care Society; Clothing to various charities; and, books via the Bookstore to Books for Africa. Remaining items are sold at the Annual Lost & Found sale with money donated to United Way.

New this year is that the Lost & Found is on-line at www.security.ubc.ca. The goal is to make it easier for the campus community to report lost items via the web and to search the daily posts for found items. A picture gallery has been developed for difficult to return items like keys and prescription eye glasses.

• Emergency & Safety Services Fair: Hosted the 2nd annual Emergency & Safety Services Fair with participation for Services from across the lower mainland. The community was invited to participate in a range of activities from touring the inside of an ambulance, seeing a police motorcycle, up-close or trying the ICBC impaired goggles.
• Security Risk Assessments and CPTED: Focused on addressing higher risk areas and cultural assets. Reviews were conducted and recommendations provided.

• Crime Reduction Programs:

  1. The bike theft reduction program utilizes general awareness displays; the bait bike program; and bike engraving.

  2. 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.

  3. 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.

  4. Holiday Watch is designed to reduce B&Es over the December break. The program focuses on crime “hot spot” identification, targeted patrols; and increased education & awareness. Since its inception the number of B&E’s during the December break continues to be substantially lower than the peak of 12 B&Es in December 2007.

Table 4: December Holiday Break B&Es

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Break &amp; Enters</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

• Enterprise Risk Registry: The Security Risk Registry identifies the range of operational risks potentially impacting the department. The Risk Register is updated annually and a management framework to address and/or mitigate the risks is developed. The initial follow up to priority issues is underway.

• Licensed Events at UBC: Applicants requesting to hold a licensed event on campus are required to develop a safety plan. The ‘Event Emergency & Safety Plan’ is reviewed by Campus Security, Fire Department and RCMP prior to receiving approval.

Table 5: Licensed Events

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed Events</td>
<td>441</td>
<td>475</td>
<td>265</td>
</tr>
<tr>
<td>Licensed Capacity</td>
<td>84,000</td>
<td>95,733</td>
<td>44,340</td>
</tr>
</tbody>
</table>

• Non Academic Misconduct & Senate Appeals: The majority of the Non Academic Misconduct incidents are dealt with in an informal manner. Six cases were presented to the President’s Committee on Student Discipline. One case was submitted to the Committee but deferred to a later date.

Campus Security, University Counsel and the Vice President Students Office have been working to implement a Non Academic misconduct program that focuses on student learning and collective participation in formulating remedies. The program will begin in early 2012 and mirror the successful pilot project at the Okanagan campus.

Secure Access

UBC Secure Access provides consultation, installation, service, and support for card access systems, intrusion systems, and video surveillance. For 2011, Secure Access was primarily engaged with Access Control Management System (ACMS) installations including: delivering a large amount of work to numerous UBC Properties Trust (UBCPT) development projects; ongoing Life Sciences Centre (LSC) security system upgrades; and, the installation of perimeter card readers as part of the first phase of the campus Keyless initiative.

• Electronic Security Installations: Increased base of new and existing alarm accounts, ACMS access control systems, and video surveillance.
UBC CAMPUS SECURITY
2011 Annual Report to the Board of Governors

Table 6: New & Expanded Installations

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Card Readers</td>
<td>161</td>
<td>78</td>
<td>361</td>
</tr>
<tr>
<td>New Cameras</td>
<td>29</td>
<td>30</td>
<td>23</td>
</tr>
<tr>
<td>New Intrusion Systems</td>
<td>18</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>Expanded Intrusion Systems</td>
<td>15</td>
<td>24</td>
<td>9</td>
</tr>
</tbody>
</table>

• Notable Installations: Allard Hall, Henry Angus, Centre for Interactive Research on Sustainability (CIRS), Engineering Design Centre (EDC), Centre for Comparative Medicine (CCM), and Keyless Project.

• Keyless Committee: Worked with the Committee to identify first round of buildings, award contract, and perform retrofit installation of perimeter Card Readers. Continued to participate with the Committee to identify and implement University access strategies.


• Life Sciences Centre (LSC) Security System: Worked with UBC Information Technology partners to perform system improvements at LSC, including infrastructure and software upgrades, database migration, and the addition of card readers and cameras.

• Partnerships: Continued to leverage successful relationship with UBC Information Technology as an integrated service provider for Secure Access commitments.

• Staffing: Hired an additional Secure Access Technician to support workload.

People

• Training & Skill Development: 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 include:
  o Tactical communication
  o How to deal with shift work
  o Fire extinguisher training
  o First aid training

• Participation on Campus Committees:
  o Crisis Intervention Team
  o University Health & Safety Committee
  o Community Liaison Committee
  o Emergency Preparedness Steering Committee
  o Emergency Scenario Planning Committee
  o Suicide Awareness Committee
  o RCMP Community Advisory Committee
  o Ergonomics Committee

• Supporting the United Way: Campus Security hosts 2 annual events to raise funds for the United Way. The Coffee & Donut sale and the Lost & Found sale raised over $2,800.00
OKANAGAN CAMPUS - SECURITY OVERVIEW

The UBC Okanagan campus had a very rewarding and productive year in 2011. The campus build-out is nearing completion and the campus population has grown to almost 10,000 people.

In 2011, a new 24/7 security dispatch center was opened. The dispatch provides oversight of 150 cameras, Salto access control system (ability for total or partial lockdown of buildings), intrusion alarm systems and a 911 emergency call system. This state of the art security office presents the ability to see, observe and report activities on campus.

Challenges faced include increasing crime statistics; the need for operational support from the local RCMP detachment and growing demand on department infrastructure and resources.

ANNUAL STATISTICS

a) Campus Security Service Files

The number of files continues to increase year to year. A file is generated or created for every security service request.

b) Reported Crime Incidents & Campus Safety

Reported Property Crimes

The Non-Academic Discipline program has been in place for 2 years. Incidents are changing from vandalism, mischief type files to more personal incident occurrences. In general the criminal activity on campus remains relatively low in comparison to the City of Kelowna.

Reported Personal Crimes
There was a non fatal stabbing and two sexual assaults in 2011 resulting in increased public safety assistance calls and police investigations on campus. Unlike UBC Vancouver, police, fire or ambulance services are not located on campus. Calls for public safety assistance are dispatched from the campus community.

**c) Security Assistance to Public Safety Agencies**

Table 7: Assist Public Safety Agencies

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assist to Police</td>
<td>3</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>Assist to Fire</td>
<td>3</td>
<td>37</td>
<td>40</td>
</tr>
<tr>
<td>RCMP Investigations on Campus</td>
<td>25</td>
<td>160</td>
<td>209</td>
</tr>
</tbody>
</table>

**NON-ACADEMIC DISCIPLINE (NAD)**

Security continues with the Non-Academic Discipline (NAD) program. Since inception, many other universities are consulting with UBC Okanagan on adapting and implementing this system within their institutions. The Okanagan campus is presently partnering with the Vancouver campus to implement a Non-Academic Discipline program. The program runs year round with workload spiking in September start-up and after final exams.

The Okanagan campus NAD program’s success can be viewed in many ways. In 2009 there was a significant cost to repair vandalism on campus as compared to 2010. In 2011 most cases were around open drinking on campus (especially the residences). Police issued 97 provincial violation tickets in September 2011 for these offences.

The number of NAD hearings has not gone down. However, in conversations with students, they report awareness of the NAD program and how the university is holding them accountable for behaviour on campus. One of NAD’s main structural concepts is educating students on how to be responsible adults in the community.

**OKANAGAN CAMPUS - SUMMARY**

UBC Okanagan Security continues to partner with other campus units such as Health Safety and Environment, Facilities, Sustainability, Health and Wellness, Campus Planning, Equity, Disability Resource Center, Housing and Conferences, Human Resources, while maintaining strong community partnerships to continue meeting our mission statement: “Campus security is here to ensure that you are provided a safe and secure environment to live and learn in, giving you a place of mind.”