



OVERVIEW

Each day members of the Campus Community Police Service (CCPS) provide a community based focused approach for a safer campus through a collaborative partnership with the Western community. CCPS has adopted a 3-year strategic plan to ensure services are delivered efficiently and effectively. These goals and objectives remain relevant and with further refinement, new activities have been identified that build upon our recent successes. The size and complexity of the Western campus require the efficient deployment of resources based on a decision-making process founded on statistically sound analytics to guide our organization. Community safety today requires a more systematic, targeted and responsive approach allowing us to maximize our resources utilizing Data, Community Engagement and Crime Prevention.

Our goals and objectives maintained over the three years of the plan, are to develop and preventative safety and security strategies to protect people, their property and university assets. The plan is based on preventing crime and improving safety on campus through partnerships and problem-solving.

The review and interpretation of data have already led to the lowering of false alarms, a decrease in criminal incidents and an increase of focused patrol hours in priority areas. By utilizing predictive data analysis we can identify patterns and trends allowing CCPS to better forecast deployment of our resources to prevent criminal activity. One trend identified is the increase of incidents/complaints with a social media or cyber component. Investigations are time-consuming as officers try to secure electronic messages to evaluate criminal/dangerous intent or what is merely an ill-advised communication. A review of our data builds a mechanism for specific daily officer patrol plans enabling us to deploy high officer visibility in order to deter crime. Officers maintain a 24-

hour patrol of campus every day. CCPS has a strong emphasis on client service ensuring a safe, secure physical environment and safeguarding the movement of faculty, staff, students and visitors on campus. Over the past year, members have conducted numerous group safety presentations, residence building liaison visits, security awareness and crime prevention sessions. These sessions encourage all community members to share in the responsibility for safety and security of others.

Members of the Campus Community Police are designated as Special Constables, as authorized by the London Police Services Board, in relation to Western University and its affiliated university colleges. London Police continue to support CCPS with administrative/investigative support, officer back-up and training opportunities.

MENTAL HEALTH

The amount of time dedicated to the response for Mental Health occurrences increased by 103% in 2018 with a total of 337 hours of service provided in comparison to 166 hours in 2017 (Table 1). The Mobile Crisis Team has continued to provide service to the Western community assisting community members with mental health services.

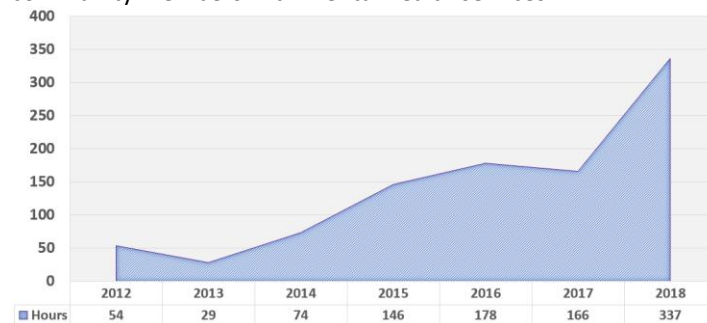


Table 1 – Mental Health Occurrence Officer Hours

There were a total of 103 mental health occurrences which required a Campus Police response and 46 of these incidents resulted in students being transported to the hospital for medical care. Each apprehension requires two officer's to be engaged until the person is assessed by a physician at the hospital or until all safety considerations were met. On occasion, this takes CCPS members away from campus for several hours.

With the large increase in the resources required to assist persons with mental health issues, the CCPS will strategize with our partners to improve services, increase community awareness, and provide educational opportunities for our officers.

INVESTIGATIONS

In 2018, 3,291 occurrence reports were created which is an increase of 232 in comparison to 2017. This surge in occurrences is the result of additional daily summary incidents to campus leaders as well as an additional 320 false alarm response occurrences. Overall there was a reduction in the majority of CCPS occurrences including Criminal Code (15.6%), Campus Police Assistance (14.7%), Lost and Found Property (12.3%) and Suspicious/Unauthorized Activities (4.1%).

An occurrence type which has displayed a pattern of escalation involves suspicious persons and the use of the Trespass to Property Act of Ontario (Table 2). Suspicious Person incidents have increased by 31.3% since 2016. CCPS officers will continue to increase proactive patrols in identified risk areas in order to focus on this growing concern.

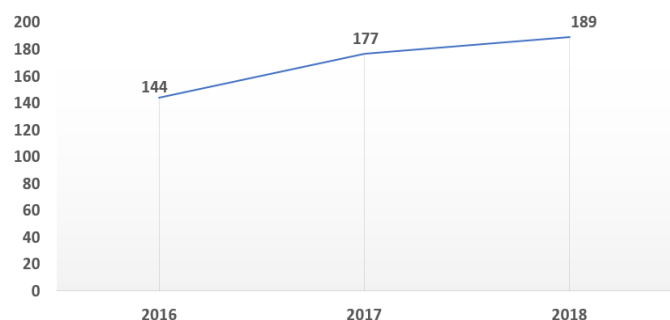


Table 2 – Suspicious Persons occurrences (2016 to 2018)

Table 3 Lists the CCPS' five most frequent call responses for 2018 which includes intrusion alarm responses, assisting community members into buildings and offices, found property processing, suspicious persons/vehicles activities and assisting Parking & Visitor Services.



Table 3 – Five most frequent call responses

Intrusion alarm responses have been the most common CCPS response with 1,171 incidents. These responses have been part of a larger Alarm Reduction Project which has resulted in a 78% reduction in false alarms in comparison to 2016 (please see Card Access and Alarm Signals, page 8). There was a total of 1,245 assistance activities involving after-hours access to buildings/rooms, weekend and overnight parking gate management, and vehicle tows on behalf of Parking & Visitor Services. Found Property continues to be one of the most common CCPS responses with 589 incidents.

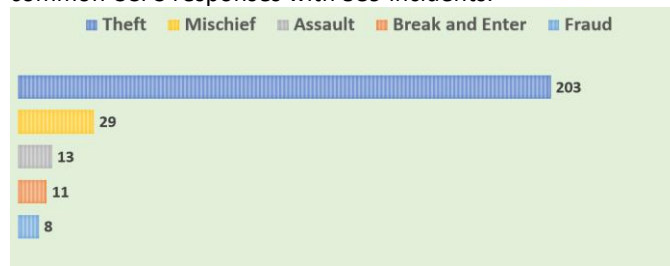


Table 4 – Five most frequent criminal occurrences

Criminal occurrences have been reduced gradually since 2016 (see Table 5 on page 3). Reported criminal occurrences to CCPS include property offences (theft, mischief, break and enter, fraud) and persons' offences (assault, criminal harassment, threats, sexual assault).

Theft continues to be Western's most common criminal occurrence. However, there was a 12% reduction from 2017 when 231 thefts were reported. The majority of these thefts involved bicycles (90) followed by electronic devices (28) and laptop computers (13).

The reduction in the overall crime rate corresponds with the implementation of CCPS's Strategic Plan. The increased CCPS visibility in residence buildings, libraries, the Western Student Recreation Center, the University Community Centre, high volume pedestrian walkways and identified critical locations across campus should lead to continued crime reductions in 2019.

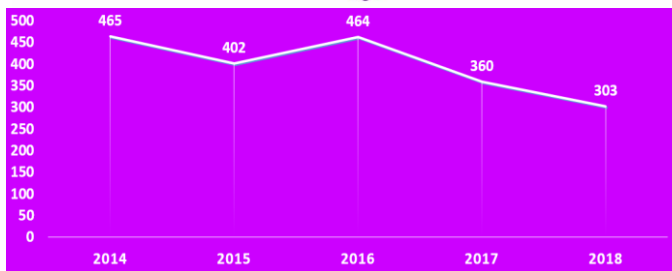


Table 5 – Criminal Occurrences (2014 to 2018)

CRIME PREVENTION & CAMPUS SAFETY AWARENESS PROGRAMS

Patrol Strategy & Response

The Western University community includes 38,000 students, over 8,000 staff members, and 101 buildings. CCPS members serve the University and its affiliated university colleges 24 hours a day 7 day’s week and provide cruiser, foot, and bicycle patrols as well as responses to calls for assistance.

As detailed in the Strategic Plan, the CCPS followed a Focused Patrol Strategy to increase uniformed officer proactive patrols, particularly in identified areas of risk concentrating on where community members’ congregate. The strategy also included a tracking methodology utilizing analytics to plan patrols: where (area), what (foot patrol) and when (hours) to ensure efficient use of resources. The Strategic Plan aligned with a Focused Patrol Strategy were major contributing factors in the reduced occurrences, particularly the lower criminal statistics identified earlier in this report.

Table 6 identifies Proactive Focused Patrol hours completed by CCPS members during 2018, which include vehicle patrol, general foot patrol, building patrol and bicycle patrol. The CCPS averaged 19.5 hours of patrol over each 24-hour cycle, 365 days of the year.

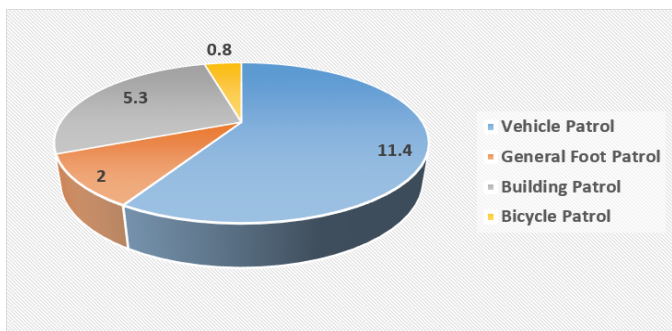


Table 6 – 2018 - 19.5 average patrol hours per day

Sexual Violence

The CCPS is an important partner in Western's Sexual Violence Policy and is a designated reporting location for individuals wanting to disclose sexual violence incidents. CCPS Supervisors respond to disclosures of Sexual Violence with oversight provided by the Investigative Staff Sergeant. This member has the prerequisite knowledge, skills, and abilities to investigate sexual violence and other serious criminal offences. This position ensures the proper response is provided and liaises with victim/survivor, Western staff and London Police Service. This allows the victim/survivor to be fully informed about all available resources and supports. Throughout the year CCPS members join residence staff to deliver education programs relating to, dating/domestic violence, informed consent and sexual violence. The Investigative Staff Sergeant is a member of the Sexual Violence Review Team to assist in a collaborative response to Sexual Violence. In order to better serve the Western community, our Investigative Staff Sergeant has attended training events, including the Ontario Police College Domestic Violation Investigators Course and Jackson Katz’s “The Role of Educators and Parents in Addressing Violence Against Women and Girls” seminar.

Traffic Monitoring/Speed Watch Program

Several roadways provide vehicle access to Western University and CCPS provides daily traffic patrols to ensure that motor vehicles are operated safely and drivers are in compliance with the Highway Traffic Act of Ontario.

CCPS operated four-speed measuring signs, each located strategically on the Western campus, and two additional signs will be deployed in 2019. These signs provide “traffic calming” and alerting drivers regarding the speed they are travelling at and encouraging voluntary compliance with the posted speed limits. The speed measuring signs are also utilized to measure vehicle traffic volumes and identify patterns which is beneficial in the planning process.

The speed measuring signs were utilized to compare traffic data related to the University Drive closure with a comparison of two similar time periods, January 15th to February 11th, 2018, when the bridge was open, and January 14th to February 10th, 2019 during the closure. Huron Drive (northbound and southbound) and Western Road (northbound) traffic data was analyzed and revealed that the pre-closure data documented a daily average of 29,125 vehicles and the closure data recorded a 15,345 vehicle average per day.



CCPS members also conduct traffic calming and provide enforcement as required. The CCPS invested 201 hours in traffic functions during 2018. The CCPS enforces both the Highway Traffic Act of Ontario and the Western University traffic regulations.



Foot Patrol

Western Foot Patrol is a student volunteer-driven service that provides safe escorts, deters crime, and promotes safety awareness on both the main and affiliate college campuses. As of February of 2019, our 210 Foot Patrol volunteers performed 500 safe escorts across campus. In addition to providing safe walks for the Western community, Foot Patrol continues to conduct nightly proactive patrols of campus, reporting suspicious or criminal activity, weekly emergency blue phone audits and monthly campus lighting audits. These added patrols are vital to CCPS overarching goal to reduce crime and build a safe community. As the main Lost & Found for community members, Foot Patrol has fielded 608 inquiries from September 2018 to January 2019, and will easily surpass the 642 inquiries from last school year.

Residence Liaison Officer (RLO) Program

The CCPS is committed to maintaining a positive relationship with all individuals working and living in the 18 residence

facilities. The RLO program was enhanced in 2018 to allow for a more collaborative relationship between CCPS members and our residences communities. The feedback from officers, residence staff and students has been encouraging and confirmed that we are on the right track with these interactions. We have been approached by our affiliate universities wanting to take advantage of the RLO experience next year. The visits provide a proactive communication channel with CCPS Special Constables attending various events within Western's residences actively participating in safety and security training programs. CCPS members participated in 176 RLO events this past year and will strive to enhance these interactions in 2019. These casual interactions are in a relaxed atmosphere while officers engage in various residence life activities. There are more exciting improvements to come in 2019 as we build on this year's success.

Safe Campus Initiatives

Campus Safety Awareness Training

In 2018, the CCPS continued to conduct safety presentations to the campus community. These presentations were tailored to meet the needs of various community groups and were typically one hour in duration. The safety education is focused on creating awareness of potential risks and to assist in developing preventative and reactive strategies to manage or mitigate these risks. Fourteen presentations were completed in 2018. Having strong ties with our campus community is a long term trust-building effort with collaborative solutions often found to emerging issues.



Women’s Self Defence Clinic (Rape Aggression Defense Program: R.A.D.)

Through the Crime Prevention office, CCPS’ two certified instructors hosted three Rape Aggression Defence (R.A.D.) clinics in 2018 that included 28 participants. The R.A.D. System, which is provided free of charge to students, staff and faculty at Western, presents women with basic information on personal safety, awareness, prevention, risk reduction, and avoidance. RAD also teaches practical defensive techniques that require no special skills. There is presently a waiting list of approximately 70 community members and, with this positive interest, the R.A.D. team increased the maximum number of participants per session from 12 to 18 to accommodate demand.



RAD Instructors Sergeant Christine Greco, Sergeant Loreto Rossi and Constable Kyle Ueberschlag of the London Police Service

Community Prevention Through Environmental Design (CPTED)

The Crime Prevention Through Environmental Design office had another successful year in 2018. Several important projects took place in an effort to minimize a variety of risks to the University. Each review is followed by a CPTED report and includes recommendations that will improve the overall safety of the campus community members and assist in protecting Western’s property. The majority of these safety audits focused on areas identified as high risk and/or hazardous or locations that benefited from additional video surveillance. The Master High-Risk list that was created in 2017 continues to develop and grow with a total of 138 high-risk areas now identified. CPTED reviews have commenced for these locations and will continue into 2019. The Communications Centre has also ensured that Standard Response Protocols are in place for these key areas.

The CPTED Coordinator will continue to meet with community members and increase individual awareness of their surroundings and assist in developing an environment that promotes personal safety and the security of physical property.

2018 CPTED Review Summary

	<u>2016</u>	<u>2017</u>	<u>2018</u>
CPTED Reviews	32	66	59
Locations Visited	53	142	75

Due to the emphasis on identifying and properly securing Western’s complex high-risk locations, there was a reduction in total areas visited during 2019. The CPTED reviews commenced in 2018 were consistent with 2017 and a substantial increase from the annual reviews completed in previous years.

During 2018 the number of camera views increased by 7.4% from 850 to 913. Critical security cameras were mounted in the Biosafety Level 3 laboratory in the Dental Sciences Building, the Anatomy laboratory in the Medical Sciences Building, and the Amit Chakma Engineering Building.

Fire Safety & Emergency Management (FSEM)

FSEM provides expertise in fire safety and emergency management to ensure the safety, security, and quality of life for the Western Community. FSEM members are responsible for testing and inspecting/maintaining life safety equipment such as fire alarms, sprinklers, standpipes, kitchen suppression and fire extinguishers. FSEM members also provide education and training to faculty, staff and students. Western’s Fire Prevention Officers are accredited through the Ontario Fire College and technicians are certified through the Canadian Fire Alarm Association. In 2018 FSEM continued to maintain strong collaborative working relationships with Western colleagues and external partners.

Fire Alarm Annual Testing Contract

As a result of a Request For Quotation bidding process in 2018, FSEM contracted with a new fire alarm testing vendor which was secured for the next 3 years with two additional 1-year options for Western at significant cost savings as compared to our previous arrangement. The process began in the hopes of identifying an additional fire alarm testing vendor to generate competition and allow for needed redundancy in Western’s program. The vendor, Richardson Fire, a Cambridge based fire alarm testing company, provided pricing which is 10% off the current market price.

Reduction in Scheduled Fire Drills

In collaboration with CCPS, FEM developed a program in 2018 in which specified data was collected during each fire alarm occurrence and could be substituted for a scheduled fire drill at the same location on a future date. This initiative meets all of the requirements of the Ontario fire code and will reduce the overall number of disturbances at campus facilities throughout the year. Data collected in 2018 will prevent 10 fire drills from taking place in main campus buildings during our 2019 bi-annual February fire drill schedule. This program will cut 30 labour hours from FSEM and will directly contribute to the creation of the type of environment necessary for the best learning experience and ongoing extensive research programs.

Avantis Work Order Management System

FSEM commenced the implementation of the Avantis work order tracking system for all recurring activities on campus. When performing each task staff charge their time and any

materials used to the work order which then saves the information for future use. The data gathered enables FSEM to run reports for cost comparisons, job completion, and labour resource/scheduling information. This information is also valuable for comparing the difference between estimated versus actual hours per task. Another benefit realized by using Avantis includes the integration happening between FSEM and Facilities Management through the use of the shared system. This has allowed for the streamlining of many processes, such as the recovery of funds for billable hours or material related to all projects on campus. FSEM will continue to build on the tasks being tracked by further refining existing profiles and creating new profiles for tasks that were not previously identified.

2018 by the Numbers

Although the overall number of false fire alarm occurrences were higher than previous years, the number of actual fire occurrences remained low for the second straight year. One of FSEM’s objectives is to lower false alarms incidents.

Fire Safety was responsible for the testing and inspection of 94 Fire Alarm Systems, 28,580 Fire Alarm Devices, 63 Sprinkler Systems, 5 Pre-acting Suppression Systems, 21 Kitchen Suppression Systems, and 4,741 Fire Extinguishers.

<u>False Fire Alarms</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Total Actual Fire Occurrences	14	5	6
Total False Fire Alarms	118	142	145

Two key areas of focus in 2019 will be contractor related fire alarms (18) and unknown causes (27). The remaining 100 false alarm occurrences are due to human error or malicious intent.

Fire Safety will be working closely with Facilities Management to ensure that contractors follow proper procedures and policies on all Western project sites. Beginning in 2019, fines can be issued to contractors who cause fire alarms as per written specifications for all new projects issued through Facilities, Development & Engineering and contracts issued through Procurement Services.

Members will also be coordinating with our colleagues within Housing Services to discuss reduction strategies specifically around vaping which we attribute the large increase in this “unknown cause” category over the last two years. Additionally, we will also provide targeted awareness and educational training programs for students.

ONGOING PROJECTS

Underwriters Laboratories of Canada (ULC Fire Monitoring)

In 2003, (ULC) created a regulatory strategy for Fire Signal Receiving Systems. The specifications are known as CAN/ULC-S561 and included principles for construction/operation of fire-signal receiving and building alarm control systems. The 2003 regulations were again updated in 2013. The purpose of standardizing oversight of fire alarm systems, across Canada, is to ensure all equipment manufactured and tested to the approved ULC safety standards.

Western has been operating a proprietary monitoring station model, and although this system is adequate, it does not meet ULC Standards. As per the request by the London Fire Department, the entire campus has been moving to full ULC compliance, including equipment used in all buildings, the alarm receiving equipment, as well as the building which houses the monitoring area.

A phased approach commenced in 2018 and Western’s ULC Fire Alarm Monitoring working group began converting fire alarm monitoring services to Damar Security 3rd party monitoring vendor. Western now has 38 of its 92 monitored facilities ULC certified and are being monitored off-site, which works out to be just over 41% towards completion. The anticipated substantial completion date for this project will be near the end of 2020.

Fire Safety & Emergency Management are pleased with the transition to this new 3rd party model which has been smooth and, most importantly, exceeds the requirements of the ULC standard and London Fire Department expectations.

CCPS Quality Assurance

The CCPS works closely with London Police Service (LPS) to ensure our standard operating procedures align with their internal policies and Ministry standards. Over the past year, internal directives continue to be updated and reviewed by the Operations Inspector to ensure that the CCPS adheres to current policing, university regulations and methods. This provides a solid framework of best practices corresponding with provincial legislation and the delivery of Campus Police operations to our clients.

The Comprehensive Police Service Act (COPS-Bill 68)

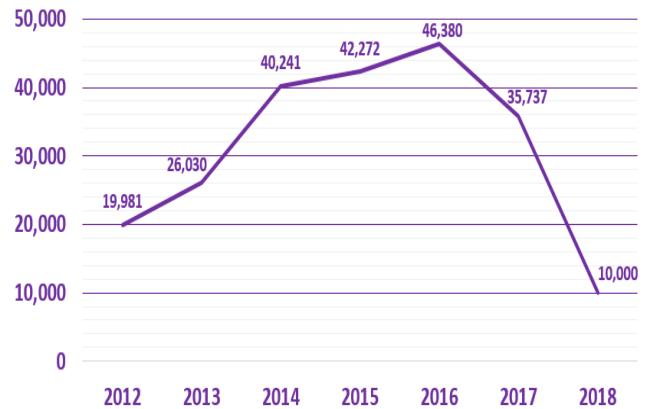
In Ontario, the Ministry of Community Safety and Correctional Services have been working with other ministries and stakeholders to plan for effective, efficient and sustainable delivery of future policing services in the province. The result of this review was the replacement of the Police Service Act with the new Safer Communities Act (Bill 175) by the former Liberal government. Upon the Conservative government taking power they immediately halted the implementation of Bill 175. In February of 2019, the Attorney General announced the government is “overhauling” Bill 175 and introducing new legislation (Bill 68). Bill 68 has already passed 1st Reading and with the Conservative majority, it is anticipated it will pass the spring of 2019.

The changes that directly affect CCPS include;

- Prohibiting the use of the term “police” by any Special Constable or Special Constable employer (Western);
- Oversight by the Inspector General of Policing (monitor/inspect operations); and
- Having minimum hiring standards regulating standards of dress and equipment for Special Constables.

Institutions wishing to hire Special Constables will have to apply to the ministry and be granted permission through the ministry and local Police Service Board of jurisdiction.

Although these changes will not affect the current police powers of our Special Constables, it will require Western to rebrand the Campus Community Police Service including changing all uniforms and vehicle markings and removing any “Police” term. This will require Western to create a robust communication plan to alleviate any negative perceptions by our campus community. Once the legislation is in force the Ministry will advise how quickly this transition will take place. It is hoped organizations, such as Western, will be granted a reasonable amount of time to complete the “Police” branding adjustments.



Card Access and Alarm Signals

Most of Western's 101 buildings have been upgraded to electronic card access. This card system secures areas inside and restricts access outside buildings. Card access aids in improving personal safety, creating a record of entry, reducing the risk of property damage and preventing theft. Western's system is central to maintaining a safe campus and CCPS will continue to monitor its effectiveness.

In early 2017 an escalating false alarm pattern was identified with annual increases from approximately 20,000 in 2012 to over 46,000 in 2016. This situation was problematic and prevented the CCPS from responding effectively. It was recognized the system has a dual functionality of alarm notification and tracking of access. This project revealed several non-critical spaces were alarmed when in fact card access activity of personnel gaining entry would suffice. An Alarm Reduction Project has been commenced and the CCPS began the process of reviewing:

- protocol to ensure the safety of all persons
- the security of research material
- the protection of physical assets

This ongoing project involves meetings with the Crime Prevention officer, CCPS Operations Manager, and consultation with various stakeholders. These reviews clarify shortcomings regarding the on/off schedule of alarm systems, defective hardware, locking systems and insufficient access control procedures.

As a result, various systems were adjusted to more appropriate schedules. Repairs have been completed, and stakeholders have received education with their colleagues. As a result of these efforts, there has been 78% reduction in false signals since the project commenced in 2017.

This project remains ongoing and, based on the results currently being achieved, a further 75% reduction is expected during 2019.

Emergency Mass Notification (EMN) 'AlertWesternU'

The Everbridge EMN system was purchased by Western and over the past several months the tactical implementation has been completed. Western students, faculty, and staff have all been subscribed to the service using their Western email address. Tests of **AlertWesternU** in October and January were conducted with the confirmation of delivery to all persons subscribed. The users will be encouraged, through a comprehensive communication strategy, to further update their subscription to customize their preferred communication methods e.g. text. This mass notification system is fully operational allowing for the pushing of important safety messages during emergencies and critical incidents. In the event of a campus-wide emergency, executive leadership is provided by the Emergency Operations Control Group (EOCG).



CCPS Service Awards / Life Saving

On the evening of October 19th, 2018 CCPS received a 911 call requesting assistance at Thompson Arena to assist with a male person who was in cardiac arrest during a hockey rental. CCPS officers Sergeant Thomas and Special Constables Vandenberg and Fairful were first on the scene and quickly established the male had no vital signs. They immediately utilized the Automated External Defibrillators (AED), delivered one shock and then began CPR. The Student Emergency Response Team arrived minutes later and took over CPR as officers rushed to the front of the building to guide the Emergency Medical Service and London Fire Department to the victim. As the patient was removed from the bench area by EMS he regained spontaneous circulation and was conscious. The male underwent heart surgery the next day and survived this event. The swift and decisive action by the officers, and other first responders saved this person's life. In recognition of their community service Sergeant Thomas, Special Constables Vandenberg and Fairful, and Communication Operator Natalee Ziemanis were recognized by Western Recreation Services and presented with the Director's Citation for Lifesaving Measures.

