

OVERVIEW

Western’s Campus Community Police Service (CCPS) enjoys a proud history of ensuring all faculty, staff, students, and visitors experience Western’s beautiful campus in a safe and secure environment. Our team of multi-skilled professionals work collaboratively with the many and varied partners across campus, including Western Administration, Housing, Student Experience, Faculties, the University Student Council, and the multitude of clubs and organizations, towards ensuring Western’s campus is welcoming and safe.

Our service delivery model is premised upon working cooperatively to resolve issues of concern using an educational and consultative approach to refocus and correct errant behaviour on campus. The Western community is fortunate to have expertise across a variety of disciplines, providing Western Special Constables various options other than law enforcement based outcomes.

The past year has been one without precedent. As the world navigated the complex challenges related to the global coronavirus pandemic, the Western community worked diligently to protect our faculty, staff, and students, as well as the valuable physical and research assets on campus. The ever changing health environment required constant pivoting in planning and resource deployment across campus.

CCPS staff remained working on campus throughout the pandemic restrictions, focused on campus safety and security during a time of substantial decreased presence of faculty, staff and students. The general deterrence that normally exists

when campus is populated was significantly diminished. Increased high visibility security was necessary to serve as a deterrent to those who may wish to take advantage of a sparsely populated campus to engage in illegal behaviour. In response, to amplify the visual presence of Special Constables, the CCPS transitioned to a high visibility uniform. In addition, the term “Special Constable” was added to the back of the body armour vest, clearly identifying members as persons responsible for campus safety and security. Further, additional contract security guards were retained to enhance a visible presence across campus.



Western Special Constables receive their law enforcement authorities from the Ministry of the Solicitor General upon request and approval by the London Police Services Board. The Special Constable status provides the authority to enforce various Acts and legislation, enhancing the delivery of safety

and security services across Western and the affiliated University Colleges.

The CCPS maintains a strong and supportive relationship with the London Police Service, including administrative and investigative support, officer assistance, and training opportunities.

MINISTRY OF THE SOLICITOR GENERAL LEGISLATIVE CHANGES

The Ministry is in the process of amending the *Community Safety and Policing Act, 2019* as it pertains to Special Constables. These changes are anticipated to come into effect January 01, 2022 and will include prohibiting the use of the term “police” by non public police organizations. As such, the five universities currently permitted to use “Campus Police” will no longer be allowed to do so.

From a practical perspective, the removal of the term “police” will not impact the law enforcement authorities currently available to Western Special Constables. It will however require re-branding and discontinuance of the name *Campus Community Police Service*.

CCPS is currently reviewing re-branding options with Senior Leadership and subject to confirmed direction from the Ministry related to branding parameters, it is hopeful we will be able to re-brand prior to the new school year commencing September, 2021.

MENTAL HEALTH

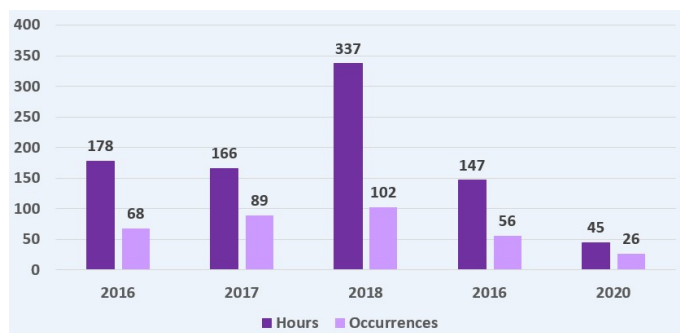


Table 1 – Mental Health Occurrences and Officer Hours

Following an upward trend of Mental Health occurrences over six years, cumulating with 102 in 2018, a 45% decline occurred in 2019. The past year continued to show a decline in CCPS involvement with 26 occurrences compared to 59 in 2019.

Although the actual number of mental health occurrences decreased in 2020, this occurred within the context of a significant decrease in the on-campus student population. By the end of March 2020, residence occupancy was reduced to approximately 400 students and the fall saw residence buildings operating at seventy percent capacity (3700 vs. 5300 normal capacity). Given this context, it is difficult to conclude whether the decline in mental health incidents requiring CCPS involvement was only proportional rather than a downward trend.

Western Special Constables continue to work collaboratively with our partners in Health Services, Student Experience, Housing, and the Mobile Crisis team to ensure persons experiencing Mental Health challenges receive appropriate response and care.

Our members will continue to work closely with these campus partners to improve services, increase community awareness, and provide educational opportunities for our officers.

OCCURRENCES

Western Special Constables respond to a variety of occurrences across campus. With authority to enforce various statutes, both federal and provincial, including the Criminal Code (e.g. theft, mischief, assaults), Trespass to Property Act, Highway Traffic Act, Liquor License Act and the Mental Health Act, Western Special Constables are equipped to address most law enforcement incidents on campus. In addition, their investigative expertise and advice is often provided to other campus groups, including those related to the Code of Student Conduct.

There was an overall 24.3% decrease in occurrences during 2020 (2,496) when compared to 2019 (3,102). Declines were evident in all categories with the exception of Residence Liaison reports where there was a 59.2% increase, from 27 in 2019 to 43 in 2020. This is partially reflective of the assistance provided by Special Constables to Housing staff regarding compliance with Covid-19 requirements.

With the significant decrease of persons on campus and the lockdown of campus buildings for several months, coupled with the highly visible presence of Special Constables and security, it is not surprising that criminal incidents experienced a considerable decline of 116% from 296 incidents in 2019, to 137 in 2020. This was influenced by a large decrease in thefts (72 vs. 213).

Of note, suspicious–unauthorized activity occurrences where a report was submitted, increased during 2020, rising to 442 compared to 385 in 2019 and 325 in 2018. Suspicious person occurrences represented 231 of the 442 total, a slight increase over the 229 in 2019.

As illustrated in Table 2, there has been a steady increase in suspicious person occurrences over the past few years.

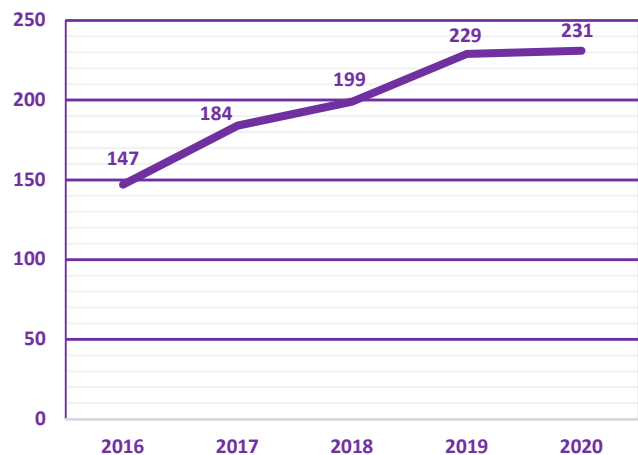


Table 2 – Suspicious Persons occurrences (2016 to 2020)

During 2020, Special Constables were involved in thirty-four (34) Trespass to Property Act investigations resulting in thirteen (13) charges and twenty-one (21) warnings. This compares with fifty-nine (59) occurrences in 2019, and thirty-three (33) in 2018.

The five (5) most frequent occurrences in 2020 in descending order are Intrusion Alarms (790), Suspicious Persons, Vehicles and Activities (596 – includes no-report incidents), Assist Gain Entry (358), Found Property (243), and Assist Other Western Partner (179).

As indicated previously, the total number of criminal incidents declined significantly from 296 (2019) to 137 (2020). Table 3 illustrates the five most frequent criminal occurrences on campus. Theft remains the most common, followed by Mischief (property damage), Fraud / False Pretences / Forgery, Break and Enter, and Assault. Bicycle thefts continue to be the largest item stolen, representing 31 of the 72 theft occurrences.

- Theft/Attempt Thefts
- Mischief
- Fraud/False Pretences/Forgery
- Break and Enters
- Assault

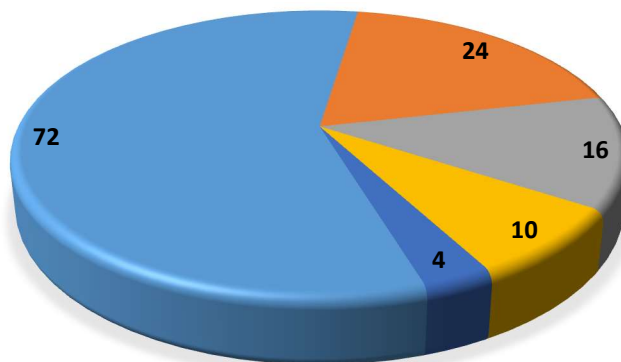


Table 3 – Five most frequent criminal occurrences

Table 4 illustrates the continuous reduction in campus criminal occurrences since 2016. The sharp decline across the years is partially attributed to the legalization of cannabis, and for 2020, the impact of the Coronavirus pandemic on the campus population.

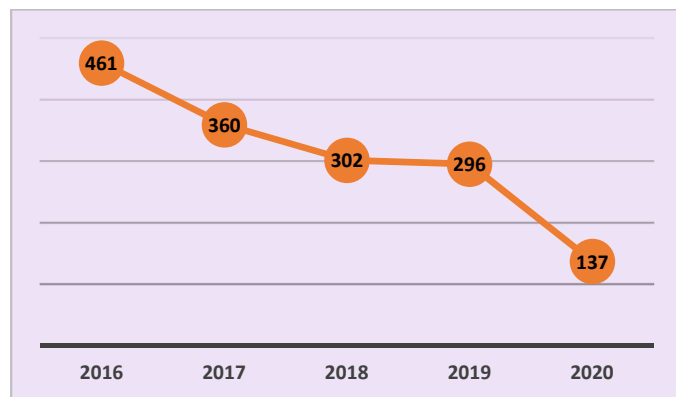


Table 4–Criminal Occurrences (2016 to 2020)

CRIME PREVENTION & CAMPUS SAFETY



Patrol Strategy & Response

Western Special Constables provide service to the broad Western University community, inclusive of the three affiliates, resulting in service delivery for approximately 38,000 full and part-time students, over 4,000 faculty and staff members, as well as security for over 100 buildings. This service is provided through a 24 hour, 7 days a week deployment model, inclusive of vehicle, foot, and bicycle proactive patrols, as well as response to calls for service.

The *Focused Patrol Strategy* includes increased security guard activities and proactive patrols in identified areas to reduce incidents of illegal activity. During 2020, the transition to high visibility uniforms for Special Constables significantly increased their visible presence on campus. This high visibility deterrence is augmented by our contract security guards who also wear fluorescent vests, and during the spring and summer months, by Facilities Management landscaping staff who wore bright coloured t-shirts.

The impacts of pandemic related health restrictions on the campus population during 2020, resulted in a patrol strategy focused on ensuring overall campus safety and protection of physical and research assets. Total patrol hours increased 45.4% to 12,786 vs. 8,794 in 2019. Increased patrol hours were evident in several categories including vehicle patrols (6,733 vs. 4,845), foot patrols (914 vs. 646), bike patrols (282 vs 180), Affiliated University College foot patrols (968 vs. 485), and Western building patrols (3,889 vs. 2,638).



Table 6 illustrates Proactive Focused Patrol hours completed by Special Constables during 2020, averaging thirty-five (35) hours of patrol over each 24-hour cycle, 365 days of the year, representing an increase of eleven (11) daily hours from 2019 (24 hours).

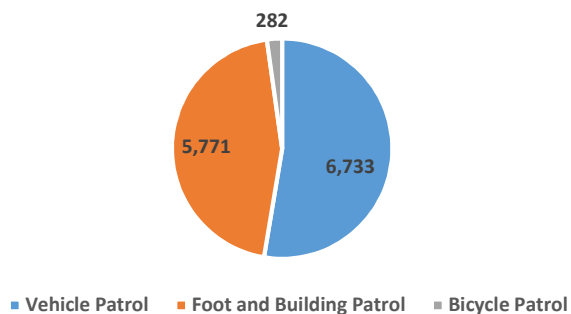


Table 6 – Total of 12,786 patrol hours during 2020

The *Focused Patrol Strategy* continues to be a contributing factor in the reduction of criminal occurrences and the identification and intervention of suspicious persons and activities on campus.

Sexual Violence

Western Special Constables are an important partner in Western's Sexual Violence Policy and CCPS 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 related to sexual violence and other serious criminal offences, and ensures that the appropriate response occurs. Further, the Staff-Sergeant liaises with the victim/survivor, Western staff, and the London Police Service. This process is designed to ensure the victim/survivor is fully informed of all available resources and supports.

Where the victim/survivor requests formal police involvement, in compliance with provincial guidelines, the London Police Service assumes responsibility for the investigation.

Throughout the year CCPS members participate with residence staff in the delivery of education programs related to dating/domestic violence, informed consent, and sexual violence. The Investigative Staff Sergeant is a member of the Sexual Violence Review Team thereby ensuring a collaborative response to Sexual Violence.

Traffic Monitoring/Speed Watch Program

Western's geographic placement within the City of London, results in campus roadways being used by Western community members for campus business and activities, as well as a large volume of vehicular traffic simply cutting across the campus as a route to an off-campus destination.

The pandemic impacted both pedestrian and vehicular traffic across campus. The spring pandemic lockdown reduced traffic flows in general, both related to campus and "cut-through" volumes. Corresponding with the easing of pandemic restrictions by June, Western Special Constables conducted a "Traffic Awareness Campaign" aimed at promoting driver safety related to increased volumes of traffic and pedestrians on campus. Throughout 2020, Special Constables engaged in twenty-two traffic monitoring events, compared to four (4) in

2019. A total of two hundred and seventy hours (270) were spent on traffic monitoring in 2020.

During 2020, sixty-two (62) motorists were either warned or issued fines related to University Regulation driving infractions, compared with seventy-one (71) in 2019. A further seven (7) drivers were charged under the Highway Traffic Act.

To further support improved drive behaviour, CCPS operated five strategically situated speed measuring signs on campus throughout the year. These signs are designed to facilitate "traffic calming", alerting drivers to the speed they are travelling at and thereby encouraging voluntary compliance with the posted speed limits. The speed measuring signs are also used to measure vehicle traffic volumes and assist in identify areas requiring proactive deployment.

For the second consecutive year, there were no personal injury collisions on campus. There were a total of twenty-three (23) collisions on campus in 2020 compared with fifty-four (54) in 2019 and sixty-six (66) in 2018.

As with most 2020 statistics, it is not possible to determine trends due to the impact of pandemic restrictions.

Foot Patrol



Western Foot Patrol is a student volunteer based service, supervised by a full-time manager. This team of volunteers provide safe campus escorts, both on foot and by vehicle, wear high visibility vests to deter crime, and promote safety awareness across the main and affiliate college campuses.

With the cancellation of all classes in the spring and the corresponding significant decrease in students on campus, the program was suspended until the fall. During this time several

initiatives were undertaken. The Foot Patrol APP was promoted, enabling customers to chat online with the dispatcher to request a safe walk. Further, in response to requests from students, commencing in September 2020, customers were now able to request a plain clothes walk where the volunteers would remove their vests.

The summer also saw the creation of two professional videos, one focusing on volunteers and the other on the services offered. This link will launch the program services video.

<https://youtu.be/cdyBFboQJHU>

In addition to Foot Patrol escorts, the team also completes emergency blue phone and monthly exterior light audits. These services assist in reducing crime and enhancing campus safety. Foot Patrol also operates Western’s main Lost and Found, handling hundreds of requests each year. Only items of value are managed by CCPS.



Residence Liaison Officer (RLO) Program

Within their nine undergraduate residence buildings, Western accommodates 5,300 students on campus. Through Western’s commitment to guarantee all interested first year students with residence accommodation, the majority of occupants are first year students, in the 17-18 year age group, living away from home for the first time.

The Residence Liaison Officer (RLO) program is designed to ensure positive interaction and relationship building between students and Western Special Constables. The RLO program facilitates collaboration and coordination within the various Western Housing communities. It is based on a mutual

understanding of expectations, effective communications, education, training, and the professionalism of each individual. Special Constables are encouraged to engage residents in dialogue, as well as participate in meetings and programs promoting campus objectives.

With the exception of January and February, the resident student population in 2020 was significantly decreased and subject to various covid related health parameters. Despite this population decline, our Special Constables participated in seventy-five (75) presentations. Further, patrol hours in residence buildings increased by 121%, totalling 886 hours in 2020 compared to 401 in 2019 and 136 in 2018.

Special Constables frequently accompanied Housing staff on walk throughs of the residences, emphasizing the importance of pandemic related health and safety precautions. Although Western Special Constables were authorized to issue offence notices related to the *Reopening Ontario Act*, through this proactive cooperative approach with Housing staff, no fines were issued for breaches. Matters that required additional follow-up were more appropriately addressed through Student Experience involvement.

This large increase in time spent in residences coupled with a proactive approach, enhanced the opportunity to engage residents and develop positive relationships.



SAFE CAMPUS INITIATIVES

Campus Safety Awareness Training

Western Special Constables provide safety presentations designed and focused on the uniqueness of each community group. Presentations identify potential challenges and offer strategies to mitigate identified risks. Due to pandemic restrictions, Special Constable presentations were reduced to 6 hours in 2020, compared to 54 hours in 2019.

529 Garage Anti-Bike Theft program

During 2020, Western partnered with the London Police Service, initiating the 529 Garage program to combat bicycle thefts. This online App registration program allows for real time notifications by bike owners that their bike has been stolen. The pushed out App message provides identifying descriptors of the bike, notifying all App participants to be on the lookout for the stolen bike.



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

The R.A.D. System is a personal safety awareness and defense program, provided free of charge to Western students, staff and faculty. The program presents women with basic information on personal safety, awareness, prevention, risk reduction, and avoidance. In addition, R.A.D. teaches practical defensive techniques that require no special skills. Due to pandemic restrictions, this popular program was not offered in 2020. It is anticipated that sessions will be offered in the fall of 2021.

Community Prevention Through Environmental Design (CPTED)

CPTED is premised on the concept that crime results partly from the opportunities presented by the physical environment. That proper design, access control and effective

target hardening components within any environment can lead to a reduction in the incidence of crime, a reduction in the incidence of fear, and can improve the overall safety of people, animals and property. The goal of any CPTED review is to increase individual awareness of surroundings and assist in developing and properly securing the environment. Items and areas often subject to revisions include lock hardware, access control, personal identification systems, alarm monitoring, response protocol and other relevant security features that will assist in identifying vulnerabilities and insecurities.

In 2020, 49 CPTED reports were completed. This does not include each individual location visited and assessed. While any Western member can request a CPTED review, certain items such as building perimeter doors and areas identified as high risk or subject to video monitoring, must automatically undergo the CPTED process prior to construction or any other change.

High Risk Locations:

The CPTED Coordinator, with the approval of the Director of Campus Police, determine all high-risk areas. These locations are alarmed, monitored, and responded to by CCPS, and as such, a CPTED review is required prior to construction or any other relevant change. Examples include areas containing radioactive material, hazardous chemicals, dangerous pathogens and other contagious diseases, machinery that can manufacture weapons, living animals, fish or other live specimens, federally regulated Controlled Goods, irreplaceable artifacts, areas associated to victims of crime and locations containing millions of dollars worth of equipment. The CPTED review ensures that each location is secure and assists in preventing false alarms.

Cameras:

All cameras associated to Western fall under Western's Video Monitoring Policy. These guidelines are in accordance with University policy and provincial legislation under the Information and Privacy Commissioner of Ontario. The purpose of these guidelines is to ensure that all cameras are lawful and justifiable. As a result, a CPTED review must be conducted prior to any new camera installation, relocation or removal.

During 2020, a campus wide camera review was completed identifying priority areas for future video camera installation.

Building Security & Card Access

At the end of 2019, Western was informed that the manufacturer of the Card Access system used at Western ceased production, necessitating a Request For Proposal process for a replacement solution. This was a significant undertaking over multiple months, and involving several partners on campus including CCPS, Facilities Management, Procurement Services, Housing, and Western Technical Services.

Following an intensive review process, a vendor was selected in December, 2020 for the multi-year transition project. The project will commence with a pilot building conversion to allow for the considerable back end technology work to be installed and tested. This will be followed by a larger more complex building conversion that will facilitate understanding of challenges that may emerge. Training is required for involved staff, addressing both technical and administrative operational requirements, to ensure general users experience a seamless transition.

Building security and access pertains to both perimeter and interior controlled areas for Western's 100+ buildings, and is a university safety priority impacting faculty, staff, and students, as well as the physical and research assets across campus.

Western's progressive approach related to building security provides enhanced capacity to monitor and control access for operational requirements and emergency situations.

Interior Renovations

The interior office and operational areas related to the Special Constable Service underwent a renovation during the fall of 2020. The general office areas were refreshed with new paint and efficient LED lighting and a new report writing room was established for the Special Constables, ensuring privacy for phone calls and report completion.

The Communications Centre was remodelled inclusive of ergonomically appropriate sit / stand work stations, new lighting, installation of a cushioned floor to assist in comfort during the twelve hour shifts, and a new customer service window complete with amplified conversation capability. This new window will ensure persons with accessibility needs are able to communicate comfortably with our Communication Operators when making in person inquiries.



Emergency Operations Centre

The Emergency Operations Centre boardroom was refreshed and equipped with furniture and technology necessary for the Emergency Operations Control Group when assembled to address campus emergencies. The improvements include additional screens capable of displaying real-time campus video footage that provides visual information to the assembled EOCG members.



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 the testing, inspection, and maintenance of life safety equipment such as fire alarms, sprinklers, standpipes, kitchen suppression systems and fire extinguishers. FSEM members also provide education and training to faculty, staff and students. Western’s Fire Safety Officers are accredited through the National Fire Protection Association and technicians are certified through the Canadian Fire Alarm Association.

FSEM experienced some restructuring during 2020, resulting in the recruitment of the Fire Safety Emergency Specialist and the Fire Protection Coordinator. These two positions added a combined total of fifty-six years of experience to the Fire Safety team.

2020 Fire Alarm Occurrences

Fire Safety is 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>2018</u>	<u>2019</u>	<u>2020</u>
Total Actual Fire Occurrences	6	4	2
Total False Fire Alarms	147	131	97

In 2020, false fire alarms decreased by 34 representing a 26% decline when compared to 2019. This continued reduction is impacted by the overall decrease in campus population and activities due to the pandemic, as well as proactive measures by the FSEM team. Specifically, FSEM staff worked collaboratively with FM and FDE colleagues to establish solutions unique to each site, ensuring adequate and appropriate fire detection was in place for an actual fire occurrence, while at the same time preventing nuisance alarms.

Underwriters Liability Canada (ULC) Fire Monitoring

The full transition to off-site ULC fire alarm monitoring compliance was completed in 2020. This project included the conversion of the Western owned and operated fire monitoring system within CCPS to our third party provider’s off-site location.

The transition to this service model results in Western exceeding the requirements of the ULC standard and the London Fire Department.

Life Safety System Upgrades & Advancements

In collaboration with FDE and FM, in 2020 Fire Safety identified and are in the process of upgrading three fire annunciator panels, including all required testing and commissioning.

In anticipation of future upgrades to the Chemistry building, work is ongoing across the various Science buildings for system enhancements to this large networked fire alarm system. When these upgrades are completed, all eighty-two (82) fire alarm systems will have contemporary head-end fire alarm control panels.

By leveraging the modern technology established in head-end control panels, FSEM is able to customize the fire alarm system functions to address operational issues and improve efficiencies. Together this large number of small efficiencies reduces testing and maintenance time and improves system performance simultaneously. Most importantly, these enhancements allow for the alarms to be pinpointed to a specific location and thereby increase response time to emergencies for first responders.

Emergency Management & Continuity of Operations

To enhance Western’s emergency preparedness, a new position has been approved for a Manager – Emergency Management & Continuity of Operations. It is anticipated this role will be filled in early 2021, providing specialized expertise in emergency planning, preparation, strategies, and support to the Emergency Operations Control Group (EOCG).