



OVERVIEW

The responsibility for campus safety and security is embraced by members of the Campus Community Police Service, Western Foot Patrol and our team of Fire Safety professionals. Our team is interwoven across campus through a variety of partnerships within the Western community, including Western Administration, University Student Council, Residence Life, Student Experience, the various Faculties, and the many clubs and organizations that make Western campus a vibrant and thriving place.

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 all segments of the Western community.

2020 is the final year of the 3-year CCPS strategic plan. During this year, we will begin consultations with our various stakeholders, seeking their perspectives and suggestions toward the development of our next three year vision. This process will ensure CCPS goals and objectives are reflective of the community we serve, and assist with the most effective and efficient deployment of our resources to meet those needs.

Campus feedback, combined with analysis of our operational statistics, and a review of new or pending factors that may impact service delivery, will serve us well in determining our service delivery model for the next three years.

Within the policing component of our team, Campus Community Police members are designated Special Constables, as authorized by the London Police Services Board.

The Special Constable status, provides our members 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 back-up and training opportunities.

MENTAL HEALTH

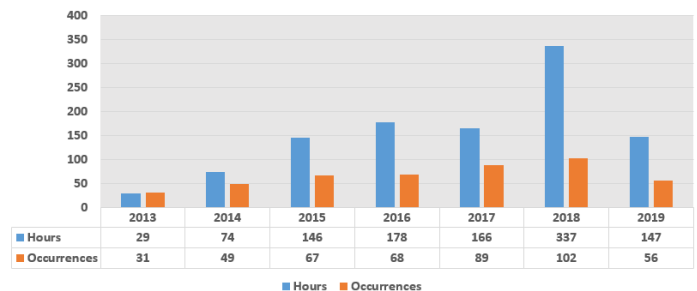


Table 1 – Mental Health Occurrences and Officer Hours

Following an upward trend of Mental Health occurrences from 2013 to 2018, including a large spike in 2018, a 45% decrease was experienced in 2019, with CCPS responding to 56 occurrences as compared with 102 during 2018 (Table 1). Correspondingly, the amount of time dedicated to Mental Health occurrences saw a 56% decrease in 2019, from 337 hours to 147 hours. This reduction is indicative of the partnerships on campus, with the appropriate redirection of persons experiencing Mental Health challenges to the Mobile Crisis Team, rather than law enforcement.

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

OCCURRENCES

In fulfilling our mandate to ensure overall campus safety and security, Campus Community Police Service respond to a variety of occurrences across campus. The CCPS has enforcement responsibility for 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. The CCPS also provides investigative expertise and advice to other groups on campus, including assistance to Student Experience with Code of Student Conduct when requested.

During 2019, CCPS members were involved in 3,102 occurrences, a reduction of 189 from the 3,291 in 2018. Included in this reduction are Criminal Code (-2%), Provincial Statutes (-10%), and Fire/Fire Alarms (-12%).

Of note, suspicious person investigations continue to increase, reaching 229 occurrences in comparison to 199 in 2018 (Table 2). When viewed across multiple years, there has been an increase of 56% in this category since 2016. CCPS officers and contract security guards continue to increase proactive patrols across identified risk areas, to deter unwanted behaviour and ensure the safety of community members and protection of property.

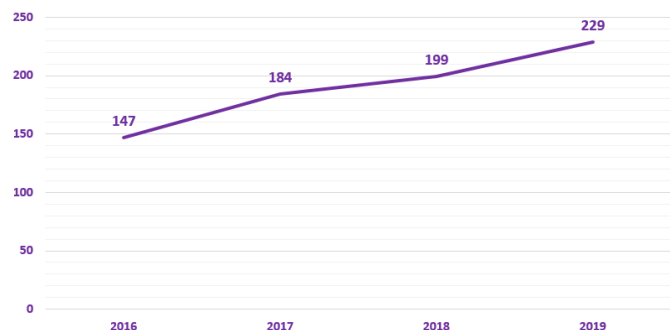


Table 2 – Suspicious Persons occurrences (2016 to 2019)

The five (5) most frequent occurrences in 2019 are identified in Table 3. Intrusion Alarms continues to be the highest response type, however there was a decrease of 34% when compared with the 1,171 responses in 2018. This reduction is a result of the ongoing Alarm Reduction Project (see page 6). Assist Gain Entry requests was the second most common

response type followed by Suspicious Persons, Vehicles and Activities, then Found Property and Assist Parking Services.

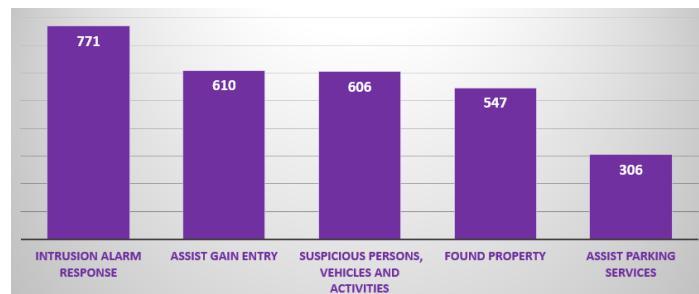


Table 3 – Five most frequent call responses

Table 4 illustrates the five most frequent criminal occurrences on campus. Theft remains the most common, followed by Mischief (property damage), Break and Enter, Assault and Fraud. Campus theft totals have remained relatively consistent with 2018 statistics, at 213 compared with 210 in 2018. This remains positive when compared with 2016 (235) and 2017 (236). The CCPS continues to proactively monitor vulnerable areas such as bicycle racks, parking lots, and the Western Student Recreation Centre, while working closely with campus partners to develop theft reduction strategies and educate our community regarding crime prevention practices.

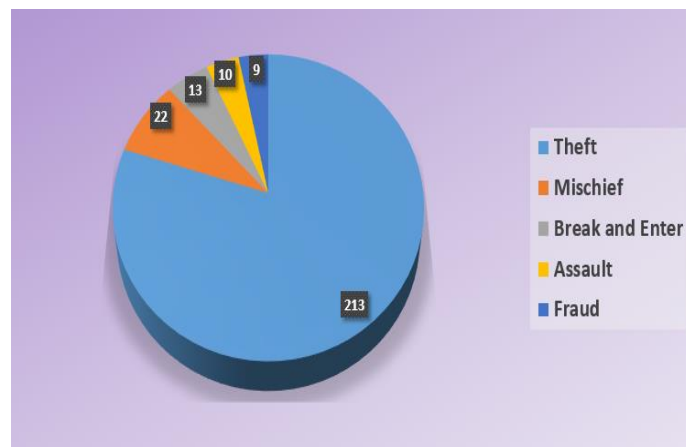


Table 4 – Five most frequent criminal occurrences

Table 5 illustrates the continued reduction in campus criminal occurrences with 296 in 2019, a small reduction from the 302 during 2018. When compared with the 461 criminal occurrences in 2016, there has been an overall reduction of 36% during the last three years. It is noted that some of this decrease is related to the legalization of cannabis.

This pattern of reduction also corresponds with the implementation of the CCPS Strategic Plan which came into effect in 2017, focusing on increased visibility within residence buildings and other high volume and identified risk locations.

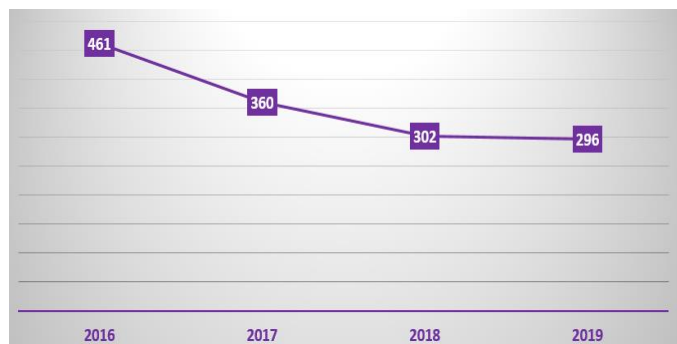


Table 5 – Criminal Occurrences (2016 to 2019)

CRIME PREVENTION & CAMPUS SAFETY AWARENESS PROGRAMS

Patrol Strategy & Response

CCPS provides 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 staff members, as well as security for over 100 buildings. CCPS members serve our community 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 CCPS *Focused Patrol Strategy* includes increased security guard activities and proactive patrols in identified areas to

reduce incidents of criminal activity and enhance the safety and security of our students, faculty, staff and visitors.

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

Areas of proactive focus during 2019 saw an increase in hours dedicated to student residence buildings (401 vs. 136), libraries (81 vs. 49), Western Student Recreation Centre & Thompson Arena (139 vs. 116), and campus parking lots (109 vs. 31). Patrol statistics for these areas increased by 120%, with 730 total patrol hours in 2019 compared to 332 during 2018.

Table 6 identifies Proactive Focused Patrol hours completed by CCPS members during 2019, including vehicle patrol, building and foot patrol, and bicycle patrol. The CCPS averaged 24 hours of patrol over each 24-hour cycle, 365 days of the year, an increase of 4.5 daily hours from 2018 (19.5 hours).

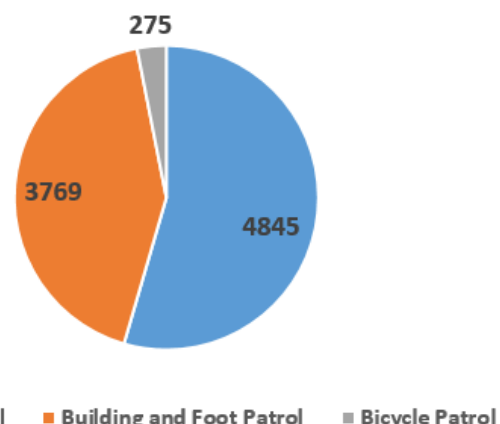


Table 6 – Total of 8,794 CCPS patrol hours during 2019 (Average of 24 patrol hours per day)

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, and ensures 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.

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. As a result, during 2019 CCPS focused on increased traffic monitoring to enhance community safety and deter unsafe driving situations and motor vehicle collisions. This increased vigilance resulted in an additional 135 hours of traffic monitoring during 2019 (288 vs.153).

To further support improved drive behaviour, CCPS operated six 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.

Although it is difficult to quantify proactive measures, campus experienced a reduction in motor vehicle collisions during 2019 (54 vs. 66) and no personal injury collisions. These are the lowest collision numbers since prior to 2016.

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. During the fall 2019 semester, our 220+ Foot Patrol volunteers escorted students, staff, and faculty, across campus and conducted nightly proactive campus patrols. Foot Patrol

volunteers are extra eyes on campus, reporting suspicious or criminal activity to CCPS.

Foot Patrol also completes weekly emergency blue phone and monthly exterior light audits. These services assist in reducing crime and enhancing campus safety. In addition, Foot Patrol operates Western’s main Lost and Found, handling 870 requests during the past year. Only items of value are managed by CCPS.

Residence Liaison Officer (RLO) Program

Within their nine residence buildings, Western provides accommodation for 5,300 students on campus. As a result of Western’s commitment to guarantee all interested first year students with residence accommodation, campus residences house thousands of first year students who are 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 CCPS members. Given that High Schools across the country have local relationships with police services providing liaison officers, students are already familiar and comfortable interacting with officers through friendly, random connections. The RLO program builds on this, facilitating collaboration and coordination within our Housing communities. The program is based on a mutual understanding of expectations, effective communications, education, training, and the professionalism of each individual. CCPS members are responsible for encouraging open dialogue and interactions with housing members and participating in meetings and programs that promote campus objectives.

This program underwent changes in 2017 to improve efficiency and effectiveness, with the goal of increasing officer participation. As a result of these efforts, participation has increased each year since implementation (Table 7).

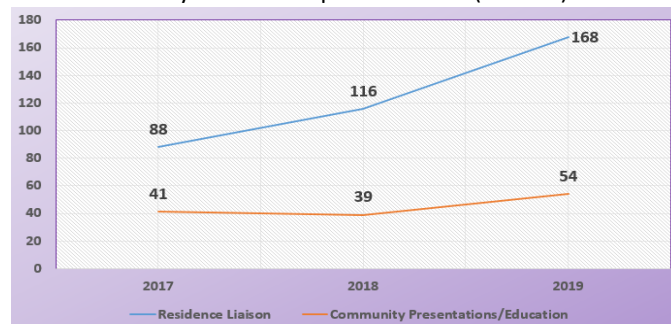


Table 7 –Residence Liaison and Presentations/Education



Safe Campus Initiatives

Campus Safety Awareness Training

The CCPS provides safety presentations designed and focused on the uniqueness of each community group. Presentations identify potential challenges and offers strategies to mitigate these risks. In 2019, CCPS members conducted 54 hours of presentations.

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. The CCPS have two certified R.A.D. instructors who hosted two self defense courses during 2019.

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 2019, 60 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.

CPTED has been successfully applied on campus since 2006. Every year the demand for these reviews increases with identified high-risk locations and the expanding community. While high-risk areas are often a priority, maintaining an overall safe and secure environment for all of campus and affiliates always takes precedence. While not all crime and unwanted behaviour can be prevented entirely by design alone, good CPTED practices can make a significant difference in eliminating the opportunity for crime and improving the overall quality of life on campus.

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. As of 2019, there are 966 image streams and 816 licenced units spread out among main campus, affiliates and Western's off-site locations.



Safety Planning, De-escalation and Disaster Response:

Part of the CPTED approach also revolves around the importance of mental preparedness and awareness in crisis situations. When disaster strikes, individuals and organizations must not only be logistically ready, but psychologically prepared as well. This proactive approach to safe planning is one of the most important and effective strategies in ensuring one’s personal safety. Each session discusses various strategies to better prepare for potential disasters and crisis situations, which can enhance resilience and limit the psychological impact afterwards.

Card Access / Alarms

As of 2019, the transition of all campus building perimeter doors to electronic conversion was completed. The card access system secures areas inside and restricts perimeter access. 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.

At the end of 2019 Interlogix, the manufacturer of the Card Access system used at Western, ceased production. As a result replacement parts are no longer available. There is currently a Working Group comprised of various campus partners, reviewing provider options and opportunities.

Alarm Reduction Project

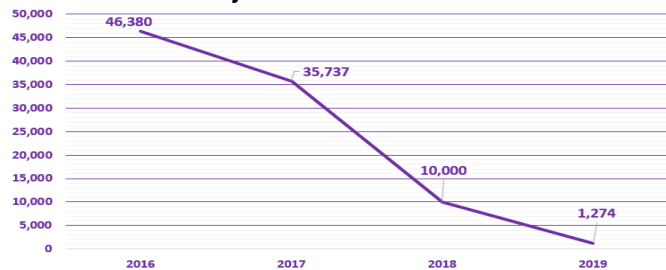


Table 8 – Results from False Alarm Reduction Project

In early 2017, a review of the significant increase in false alarms, from approximately 20,000 in 2012 to over 46,000 in 2016 was completed. It was clear that this had become an unmanageable amount, resulting in CCPS being limited in their capacity to respond to false signals and alarms.

The Alarm Reduction Project was created and identified several non-critical spaces that permitted 24 hour access to staff and students, were alarmed while occupied. This resulted in false alarm signals created by students and staff members during the regular course of their activities.

The CPTED Coordinator, CCPS Operations Manager, and Administrative Coordinator – Communications, in consultation with various stakeholders reviewed individual spaces to identify issues which included improper alarm scheduling, user error, defective systems, and insufficient access control procedures.

As a result, many building alarm parameters were adjusted to reflect schedules and alarm systems were disabled for areas that did not require alarming. This review also focused on identified high risk areas to ensure priority response occurred. As a result of the project, the alarm process is operating more efficiently with defective areas receiving prompt attention. Further, follow-up with stakeholders is more consistent in order to provide education on proper use.

The Alarm Reduction Project has resulted in an 87% decrease in false alarm signals since 2018 and a 97% reduction since 2016. The buildings and their specific requirements, will be reviewed annually to ensure alarm parameters remain contemporary.

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. Throughout 2019, FSEM continued to build on the concept of creating and maintaining strong collaborative working relationships with our Western colleagues and external partners as the foundation for our team dynamic moving forward.

2019 was a year of review within Fire Safety to determine the best balance of internal and contracted services. FSEM developed a plan to ensure the necessary knowledge, skills and abilities existed within the team to address the Fire Safety requirements across campus.

An outcome of this review was the redesign of an existing role into the position of Fire Safety Emergency Specialist. FSEM was fortunate to recruit an individual with 26 years experience in the fire alarm industry, coupled with considerable familiarity of campus, having worked previously with one of our contracted services.

2019 by the Numbers

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>2017</u>	<u>2018</u>	<u>2019</u>
Total Actual Fire Occurrences	5	6	4
Total False Fire Alarms	143	147	131

In 2019, false fire alarms decreased by 16 representing an 11% decline when compared to 2018. This reduction is attributed to a decrease in campus construction projects as well as proactive measures employed by FSEM. 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. Further, FSEM engaged in an awareness campaign in collaboration with Housing, resulting in a reduction of malicious false fire alarms from 24 to 7. FSEM will continue to work with campus partners to enhance these positive outcomes into 2020.

Underwriters Liability Canada (ULC) Fire Monitoring

During 2019, Western continued efforts to ensure compliance with ULC fire alarm monitoring requirements, through our transition to a third party monitoring contract with ULC certified provider Damar. This process included the conversion of the Western owned and operated fire monitoring system within CCPS, to Damar’s off-site location.

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

In addition, FSEM benefits from Damar technology which allows staff to perform testing and maintenance functions through an I-phone application and receive notifications via text in lieu of voice communications.

Our anticipated substantial completion date for this project is April of 2020.

Life Safety System Upgrades & Advancements

In collaboration with FDE and FM, in 2019 Fire Safety identified and upgraded five fire alarm system control panels and two fire alarm system annunciator panels, including all required testing and commissioning. Western has primary responsibility and control over 82 fire alarm systems – 79 of these systems have contemporary head-end fire alarm control panels, with the three remaining panels scheduled to be upgraded in 2020.

By leveraging the modern technology established in all 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 will reduce testing/maintenance time and improve system performance simultaneously allowing the focus of resources to other areas of need.

Conventional to Addressable fire alarm system conversions:

A review of the August 2019 lab explosion at the Chemistry Building, identified an inherent weakness of older fire alarm systems on campus. Conventional fire alarm systems provide only a zone/area from which a fire alarm has been initiated, whereas Addressable systems provide pinpoint annunciation of the alarm location allowing a much faster response. FSEM is working with FDE, an Electrical Engineering Consultant, and the City of London to review opportunities for enhancement. Western initially has two sites identified and have secured approval from FDE and the City of London to begin this initiative.