

***Final Report of the
Campuses and Facilities Safety
and Security Working Group***

April, 2019



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Report of the Campuses and Facilities Safety and Security Working Group

Executive Summary

In response to a spike in safety and security incidents in late 2017 and early 2018, the Campuses and Facilities Safety and Security (CFSS) Working Group was struck to evaluate and make recommendations related to safety and security on University of Alberta campuses.

Findings

Level and Types of Crime

The working group found that, while overall crime rates have not risen dramatically over the past five years, there is an upward trend in robbery, weapons complaints, break and enter, theft, and trespassing, and that the upward trend demands an institutional response.

Locations of Crime

The majority of reported incidents are occurring in a small number of buildings on North Campus: HUB, Clinical Sciences, ECHA, Fine Arts Building, Students' Union Building and Newton Place.

The majority of all events happen in close proximity to the two North Campus LRT stops and the University Hospital.

Numerous complaints also originate from Enterprise Square.

What the Community Says

According to a survey conducted by the CFSS, members of the university community consider University of Alberta campuses to be safe generally, although, as would be expected in most environments, they report feeling less safe after hours. Survey respondents also related numerous individual incidents involving crime and concerning or threatening behaviour.

Current Safety and Security Infrastructure

The most visible element of institutional security is University of Alberta Protective Services (UAPS). The staffing of the organization has grown marginally in the previous decade despite large increases in building space and growth in student numbers.

In addition to peace officers, the university employs a limited number of security agents, deployed in higher risk areas. Agents have limited power to intervene and no power to make arrests.

According to a survey of peer institutions, the University of Alberta deploys a well-below average number of security staff per student.

The university also employs electronic access and video monitoring technology. The use of this technology is highly inconsistent across the university, however, due to a number of factors, including age of infrastructure, type of activity and the expectations of building occupants

The Most Concerning Incidents

The working group ranked the most concerning potential occurrences based on a combination of likelihood and impact. The top events include:

- People committing sexual assault against students or staff
- People assaulting, stalking, harassing or otherwise threatening students or staff
- People stealing or releasing vital data, including personal information
- People stealing personal property belonging to students and staff
- People carrying weapons in university buildings and on university grounds

Causes

There is a number of interconnected causes that affect crime and other negative behaviour on and around university campuses:

- Edmonton has grown, and with it the attendant social issues, including crime
- North Campus is attractive to those who would commit crimes
- North Campus is open, with countless places to hide or commit crimes
- Some campus doors don't function properly or are easily defeated by those with criminal intent
- Due to the way many buildings are joined, it is difficult to secure one building without locking many, which may be undesirable
- Individual departments that control keys and access cards often struggle to stay current due to system complexity, changing populations and access requirements

- Staff and students can be too trusting or forgetful when it comes to locking personal and university equipment
- Students and staff deliberately override security, such as by jamming open doors meant to be locked
- Staff and students may have unrealistic expectations about their own safety

Conclusion of the Working Group

The working group concludes that University of Alberta safety and security staffing, processes, infrastructure and attitudes have not kept up with growth in antisocial, disruptive and criminal activity on and around its campuses, primarily its North Campus, and that efforts can and should be made to reduce campus crime.

Recommendations

The working group recommends a systems approach, a four-part plan that includes people, physical barriers, policies and procedures, technology and control systems.

People

- Create a new team within Protective Services to be deployed to “hot spots” on any of the university’s campuses.
- Add four part-time and casual security agents in Protective Services. Employ university students when possible
- Work with Edmonton Police Services to position an officer on the university’s North Campus to be available during business hours
- Develop and execute a communications, education and change strategy to influence attitudes and behaviours so all members of the community contribute to an enhanced safety culture; include current information on crime and other disruption

Physical Barriers

- Assess physical spaces where unauthorized persons typically trespass, such as under stairs, in boiler rooms, in basements, on rooftops; install appropriate barriers

Policies and Procedures

- Encourage faculties to review building access expectations and policies. Whenever possible, close buildings earlier and restrict access to key points after hours

- Within secure and sensitive areas, consider making it mandatory to wear some form of identification, such as a ONEcard
- Increase awareness and accountability of supervisors in keeping staff and students safe, including working alone standards
- Develop and communicate procedures that Protective Services will follow when responding to complaints of non-affiliated individuals on University of Alberta campuses; direct individuals in need to services as appropriate
- Appoint a standing safety and security committee to monitor the effectiveness of the action plans (this would be an extension of the CFSS) and develop corrective / adaptive measures if required to continuously improve safety and security. Among other things, this group would oversee the annual administration of the safety and security survey

Technology and Control Systems

- Review and develop standards for swipe card access, video monitoring and security intrusion alarms

Next Steps

The working group considers its work the beginning of a longer and sustained journey. The group suggests that administration:

- Share this report widely, formally seeking feedback and modifying as necessary
- Formally create a standing safety and security committee, including a subcommittee charged with communications in the immediate and longer term
- Complete the plan for UAPS and commence hiring
- Complete and share the plan for infrastructure improvements and continue the work already begun
- Complete and roll out the communications, education and change plan

Summary

University of Alberta campuses are fundamentally safe and secure places to live, work and study. Violent and other serious crime is extremely rare. During more than a decade of significant infrastructure and population growth, however, gaps have appeared, and concerning incidents are increasing.

With this first campus-wide review of safety and security, the university must now begin a comprehensive and holistic effort to enhance its systems and culture. The CFSS Working Group believes that the blueprint for change contained in this report will achieve the goal of a sustainable, manageable program to ensure safety, security, confidence and peace of mind for all members of the university community and visiting public.

Introduction

Through the winter and spring of 2018, the university responded to a higher-than-normal number of safety and security incidents on our campuses and within some university buildings. The incidents included assaults, thefts, break-ins and unaffiliated persons loitering or using drugs and conducting drug deals in university buildings. University administration took measures to address the immediate problems, and the problems were significantly reduced.

Administration then struck a working group to review all aspects of safety and security across the university and to make recommendations on what could be done to address issues identified.

The Campuses and Facilities Safety and Security (CFSS) Working Group, as the group came to be named, studied crime data, surveyed the community, gathered data and input from key stakeholders, met with numerous internal and external groups, and discussed the many and complex issues related to causes and potential solutions.

The CFSS Working group

The CFSS Working Group was formed at the direction of the Vice-Presidents of Facilities and Operations and Finance and Administration in the spring of 2018. The vice-presidents appointed the AVP of Risk Management Services and the AVP of Operations and Maintenance to serve as co-chairs. The co-chairs sought representatives from faculties, units and associations to join the group. The working group ultimately included representatives of:

- Association of Academic Staff
- Faculty of Arts
- Graduate Students' Association
- Human Resource Services
- Libraries
- Non-Academic Staff Association
- Office of the Dean of Students
- Operations and Maintenance
- Parking Services
- Protective Services
- Students' Union

The group met 15 times between April and November, including one half-day brainstorming session. In addition to contributing to discussion, working group members were asked to gather data from colleagues and others across their units to contribute to a list of incidents and observations. They were also asked to rank, through a survey shared with the members of the working group, a range of risks, causes and preventative measures to arrive at a consensus on key recommendations for this report.

The working group administered a “safety survey” to all members of the university community, which generated close to 1,000 responses (the survey was conducted in June; the response rate would have been higher during busier periods at the university).

To understand how the University of Alberta compares to its peers, the working group created and administered a survey of peer universities across Canada to attempt to establish benchmarks for resources deployed for safety and security purposes.

A small subgroup, including the co-chairs, met separately with representatives of Alberta Health Services, Edmonton Police Services and select Edmonton social agencies, including Boyle Street Community Services and Reach Edmonton Council for Safe Communities.

The co-chairs made presentations to numerous on-campus groups where they outlined the group’s objectives and sought feedback. They presented to:

- Administrative Strategic Council
- Assistant Deans (finance group)
- Board Safety, Health and Environment Committee
- Deans’ Council
- General Faculties Council
- Grad Students’ Association Council
- International Student Advisory Committee
- Non Academic Staff Association
- Provost’s Advisory Committee of Chairs
- Students’ Union

Working group objectives

Early in their deliberations the working group agreed to a set of objectives for its work, including:

1. Improving the confidence of students, faculty and staff in safety and security
2. Improving mitigation of high-risk incidents and areas
3. Improving deterrence of trespassers and unwanted behaviours
4. Improving detection / monitoring of incidents / trends and reporting
5. Improving triggering of appropriate incident response(s)
6. Improving understanding / practice of policies and accountabilities

The working group recognized that achieving the objectives would require a solid understanding of the problems to be addressed, the causes of those problems, and solutions that would have the desired impacts.

Findings

UAPS Data

Protective Services incident data was the starting place for the working group in its efforts to assess whether there are problems that actually require an institutional response. The following are selected incident types that show an upward trend over the past number of years.

Dispatch Entries by Campus (to October 31, 2018)

Campus	2014	2015	2016	2017	2018
North	3655	3600	3990	5675	4349
South	121	116	89	175	121
Saint Jean	56	66	82	80	44
Augustana	0	8	75	245	20
Other	227	236	235	272	241
Total	4059	4026	4471	6447	4775

As recorded in Computer Aided Dispatch (CAD) program.

North Campus incidents

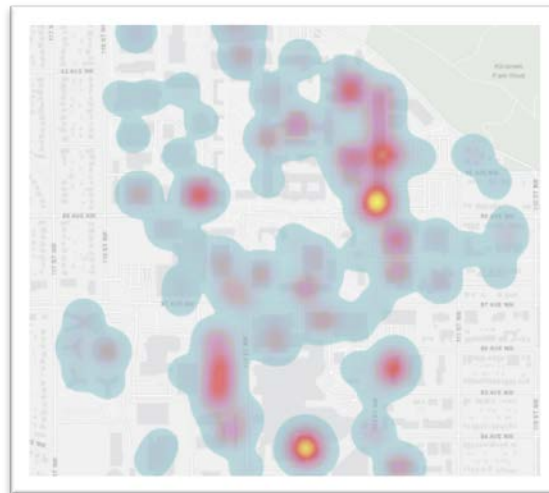
<i>Violent Incidents</i>	2014	2015	2016	2017	2018 YTD
Robbery	0	3	1	2	6
Weapons Complaints	2	3	3	6	11

<i>Property Incidents</i>	2014	2015	2016	2017	2018
Break and Enter	25	69	53	44	61
Theft - Other	123	178	188	154	195

<i>Disorder Incidents</i>	2014	2015	2016	2017	2018
Trespassing	257	345	334	466	651

Locations of Crime

The “heat map” shows the rates of crime by building on North Campus. It is evident that the majority of incidents are occurring in a small number of buildings: HUB, Clinical Sciences, ECHA, Fine Arts Building, Students’ Union Building and



Newton Place. The majority of all events happen in close proximity to the two university LRT stops and the University Hospital.

Criminal activity on the university’s other campuses, including Enterprise Square, South Campus, Campus Saint-Jean, and Augustana, while significantly less frequent, is similarly concentrated.

Current Safety and Security Infrastructure

The university’s systems have evolved over the years but the size and systems are largely unchanged. Safety and security is maintained by:

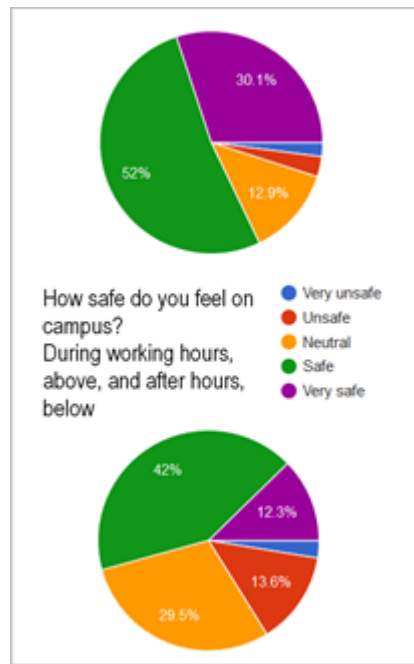
- University of Alberta Protective Services (UAPS), a peace officer service providing 24-hour coverage (except at Enterprise Square, which has a third-party security contractor). At any given time there are up to five peace officers patrolling North Campus, South Campus and Campus Saint-Jean. Illness and other staffing challenges often results in as few as three officers patrolling the three Edmonton campuses.

- Edmonton Police Services, which works in cooperation with UAPS and responds to all policing emergencies and complaints on any of the university’s Edmonton campuses.
- Facilities and Operations staff, who open and lock doors at building opening and closing, maintain doors and door locking systems
- Institutional policy, which says that reasonable steps to promote a safe and secure environment is a responsibility shared by central administration, faculties, departments, units, staff, students, visitors, partners and contractors
- A range of practices related to building access, including lockable doors, swipe card access and after-hours access, determined by individual faculties and administrative units
- A patchwork of security cameras, mostly unmonitored, installed on the initiative of individual units
- Communications and awareness building, primarily through Risk Management Services, on crime prevention and emergency response

Community Survey Results

Data from the safety and security survey, conducted in June of 2018, are revealing. Respondents report feeling safe during normal working hours, with more than 80 percent feeling “safe” or “very safe” on University of Alberta campuses. That changes after hours, when the number feeling safe or very safe drops to 54 percent, with nearly 13 percent reporting they feel “unsafe.”

More than a third of respondents included comments with their submissions. The comments ranged widely with recurring themes related to insecure buildings and portions of buildings, persons



unaffiliated with the university in university buildings, lack of sufficient lighting in many areas and lack of sufficient security presence in many areas. After hours security is a dominant theme.

Although the survey was conducted in June, with relatively few students on campus, the working group considered it important to establish a baseline for subsequent surveys. With close to 1,000 responses, the working group is satisfied the baseline data are adequate.

Input from Front Line Staff

The working group opened a Google document and invited members of their respective communities to input descriptions of concerning events. Members of the university's facilities maintenance group were major contributors as they receive complaints directly from building occupants. Some of the incidents were reported to UAPS, but not all. There are approximately 130 entries from buildings across the university's campuses. Here is a short, representative list:

- Offices broken into by going through ceiling tiles; tablets and personal items stolen
- Labs broken into. Personal items, keys and laptop stolen, minor vandalism
- Emergency door gets used as a regular exit and doesn't always latch
- 2 individuals looking for cans/bottles entered into secure lab areas (area has swipe card access during work hours)
- Teen individual high on drugs experiencing extreme paranoid behaviour. Would not leave office
- Walls punctured, \$5,000 damage
- Because of the close proximity to the University Hospital we have people come in to the building looking for help etc. These individuals can be abusive and difficult to manage
- The doors never lock, automatically open. Multiple incidents of break & enter, mischief, and theft
- All exterior and connecting doors were not latching, not closing, or propped open on the weekends
- Staff at main desk are easily exposed to users of the facility and are vulnerable to anyone that comes up
- Frequent homeless individuals sleeping on couches here overnight, leaving soiled clothes and food behind

Intelligence from external agencies

Edmonton Police Service—Police indicate that the economic downturn beginning in 2016 resulted in increases in crime and homelessness in the city of Edmonton. In addition, they report that the development of the city’s downtown has had a direct impact on the activities of homeless persons, including those with mental health and addiction issues. Construction and development has caused many individuals to seek warmth and safety in places further away from the downtown core. They use the LRT for this purpose and police report increasing rates of crime in close proximity to LRT stations in the city.

Alberta Health Services (AHS)—The working group approached AHS officials specifically for the purpose of addressing shared space and instances where university buildings are physically connected to hospital buildings.

Edmonton social agencies—The working group’s conversations with representatives of social agencies point to the fact that the economic downturn and growth in the city has resulted in increases in the population of homeless people as well as increases in the number of individuals with addiction and mental health issues.

Peer Canadian post-secondary institutions—The working group acknowledges that it is difficult to compare resources expended for safety and security between universities due to the difference in models used and size and location of campuses. The working group did find, however, that per student resources dedicated to safety and security were below the average among those that responded to the survey.

Ranking the Crimes

The working group collected a large amount of information from a diverse community. It became necessary to simplify, categorize, then rank the issues to ensure appropriate responses could be identified.

First they identified events of concern based on existing data. Each member of the group was then asked to assign a risk level for specific events based on likelihood and consequence. The top events, in order, are:

- People committing sexual assault against students or staff
- People assaulting, stalking, harassing or otherwise threatening students or staff

- People stealing or releasing vital data, including personal information
- People stealing personal property belonging to students and staff, such as laptops, phones, purses and wallets
- People carrying weapons in university buildings and on university grounds
- People entering labs and stealing or releasing dangerous materials
- People engaged in illegal drug activity, including intravenous drug use
- People stealing or damaging or destroying priceless research or specimens or exhibits
- People experiencing psychotic episodes in university buildings, whether under the influence of drugs or not

“Unaffiliated persons” and the “open campus”

The working group spent a considerable amount of time, over multiple meetings, discussing and debating the concepts of “unaffiliated persons,” “open campus” and crime rates.

An unaffiliated person is someone who is not officially attached to or connected with the organization. At any time there can be dozens to thousands of unaffiliated persons on University of Alberta campuses. This is normal and expected. It is a public university and many of its facilities and programs are for public use. Campus grounds are open to the public at all times, and most university buildings are open to the public during normal working hours—and many are open in the evening and on weekends.

Some commenters contend that the problems with crime and other negative behaviour are a direct result of the number of unaffiliated, especially homeless, addicted or mentally ill persons on university campuses—and the best way to reduce the risk is to remove those populations from university campuses.

Some commenters contend that the university should take an opposite approach, making the university campus more open to individuals that don’t have warm, safe places to go during the day and evening. Being homeless is not a crime, and treating homeless people as criminals or potential criminals violates their human rights and contradicts university values.

The working group landed on a balanced approach that is pragmatic and in keeping with university values and the university mission: the university should make itself a less attractive target for those who would commit crime; the university should erect more barriers to criminal activity; and the university should respond appropriately when crime and disruption occur, regardless of the affiliation or social status of those involved.

Causes

The working group recognizes there is a number of intertwined causes, from root causes to contributing factors, that affect crime and other negative behaviour on and around university campuses. The following includes internal and external factors, some of which are out of the control of the university but all of which are relevant:

The City Around Our Campuses is Growing

Edmonton is a rapidly growing metropolis with all the attendant social and criminal issues to be expected. In addition, the recent economic downturn has resulted in higher levels of unemployment, addiction, homelessness and crime, according to Edmonton police.

Commercial development in the city's centre has resulted in considerable shifting of transient populations. According to police and city social agencies, large numbers of people are moving through the city by LRT. Police data show significant increases in crime in neighborhoods close to LRT stations. It is significant

that there are two LRT stations at the university's North Campus.

Station Activity (High to Low)		
University	27,394	12.1%
Century Park	26,715	11.8%
Churchill	20,863	9.2%
Southgate	19,293	8.6%
Clareview	16,577	7.3%
Health Sciences/Jubilee	15,853	7.0%
Corona	15,613	6.9%
Central	12,511	5.5%
South Campus/Fort Edmonton	10,834	4.8%
Bay/Enterprise Square	9,650	4.3%
Belvedere	8,611	3.8%
MacEwan	8,140	3.6%
Coliseum	7,041	3.1%
NAIT	6,639	2.9%
Grandin/Govt Centre	5,861	2.6%
Stadium	5,198	2.3%
Kingsway/RAH	4,648	2.1%
McKernan/Belgravia	4,169	1.8%
Total	225,610	100.0%

*2017 LRT Passenger Count Report by Monitoring & Geospatial Services
Urban Form and Corporate Strategic Development | City Planning
City of Edmonton March, 2018*

North Campus is Attractive

It is easy to get to North Campus from most places in the city, including downtown. University buildings are warm and safe in the colder months and many buildings are open late into the evening. The buildings have washroom facilities, chairs and couches, and food is available.

Proximity to the University Hospital is also highly relevant as individuals with addiction and mental health issues go there for treatment.

(Working group members stress that they do not believe that all unemployed, homeless, addicted or mentally ill people commit crime at the university. Criminals do exist among these populations, however, as they exist among the greater population and indeed among the university community itself.)

North Campus is Open

A public university is open by design. All members of the community are invited to visit university campuses and enter its buildings. In addition to high-traffic areas, there are countless “nooks and crannies” where individuals can relax, hide, or commit crimes. It is easy to enter a building and travel through numerous hallways and enter numerous rooms without encountering another person.

Many Physical Barriers Don't Function Properly

There are thousands of locking doors on university campuses meant to secure buildings, apartments, offices, laboratories, classrooms, storage areas and other areas closed to unauthorized persons. Doors can easily fall into disrepair or fail to function properly due to circumstances such as wear, weather conditions or inconsistent air pressure differentials.

Some of the systems can be defeated easily by individuals with criminal intent.

Some Infrastructure Design is Flawed

Numerous buildings have been joined together through pedway systems or other physical structures. In some instances, the fire exit from one building leads into an adjacent building, making it difficult to secure the second building when it has different access hours (e.g. Medical Sciences/University Hospital).

Pedways that are meant to provide safe and warm after-hours passage through buildings open the entire building to after-hours traffic (e.g. HUB/FAB/Timms).

HUB Mall provides a unique source of problems. HUB was designed with an open concept, which was appropriate 50 years ago, but which has become a source of numerous complaints in recent years. Dozens of exterior doors leave the building open at all hours.

Security Procedures are Variable and can be Lax

Individual departments that control keys and access cards can fail to stay current due to system complexity, changing populations and security requirements.

Community Attitudes and Behaviours are Often Lax

The safety and security attitudes and behaviours of staff and students suggest that many people have an unrealistic sense of how safe and secure the university is, or should be.

The working group heard numerous stories of personal and university property being left unattended, such as on a table in a public place or in an unlocked office or lab.

Doors containing expensive equipment, such as computers, are left unlocked at the end of the day.

Staff and students deliberately override security systems, such as by jamming doors open for later reentry or for entry by friends or colleagues.

Staff and students come to and leave the university at all hours of the night, sometimes alone. Individuals work through the night in labs, practice rooms and studios.

The working group heard stories of graduate students being pressured by their supervisors to attend experiments in the middle of the night.

Conclusions

The working group concludes that University of Alberta safety and security staffing, processes, infrastructure and attitudes have not kept pace with growth in antisocial, disruptive and criminal activity on and around its campuses, primarily its North Campus.

The working group concludes that antisocial, disruptive and criminal behaviour can and should be reduced, and that reductions will result in improvements to the university's overall success and the wellbeing of staff, students and visitors.

The working group concludes that a systems approach is required, in which the institution considers safety and security holistically and improves incrementally across all aspects of safety and security, from physical barriers to community attitudes.

The working group is mindful of the goals and strategies of *For the Public Good* and how they may relate to the work of the group.

Objective 16 says: *Enhance, increase, and sustain reciprocal, mutually beneficial community relations, community engagement, and community-engaged research and scholarship that will extend the reach, effectiveness, benefit, and value of our university-community connections.* Strategy 3 is to *Engage with government, community, industry, business, and the post-secondary sector to address shared local, provincial, national, and global challenges.*

Objective 19 says: *Prioritize and sustain student, faculty, and staff health, wellness, and safety by delivering proactive, relevant, responsive and accessible services and initiatives.* Strategy 3 is to *Endorse a strong culture of safety awareness, knowledge, planning, and practice to ensure the safety of students, employees, and visitors to our campuses.*

In the context of these strategies, the working group believes it is desirable and necessary to balance the university's goal of helping the community address social issues related to homelessness, mental health and addiction with the goal of a strong culture of safety for students, employees and visitors. This can be accomplished by cooperating with social and government agencies as appropriate and increasing awareness of these issues among the university community.

Recommendations

The working group recommends a four-part integrated solution including short-term and longer-term actions, beginning in areas of highest risk. The four parts include:

1. **People:** the individuals, such as peace officers, responsible for safety and security on university campuses, and the behaviours and attitudes of each member of the university community, including all staff and students.
2. **Physical barriers:** the doors, fences and gates that limit access to buildings and spaces.

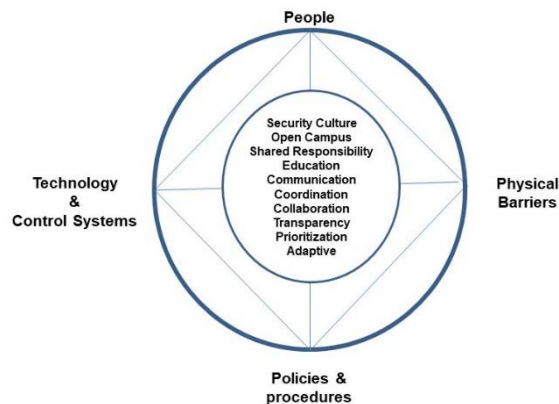
3. **Policies and procedures:** the rules addressing opening and closing hours, building access and costs.
4. **Technology and control systems:** The hardware and software controlling building access.

All of the following recommendations are intended to achieve the following objectives, as defined by the working group:

- Improving the confidence of students, faculty and staff in safety and security
- Improving mitigation of high-risk incidents and areas
- Improving deterrence of trespassers and unwanted behaviours
- Improving detection and monitoring of incidents and trends and reporting
- Improving triggering of appropriate incident response(s)
- Improving understanding and practice of policies and accountabilities

1. People

- Create a new team within Protective Services, a “Community Cation Team (CAT)” to be deployed to “hot spots” on any of the university’s campuses—those areas that are experiencing heightened disruption or crime
- Ensure that there is a minimum of four peace officers patrolling the Edmonton campuses at all times (to ensure that officers can respond to more than a single event at a time)
- Add four part-time and casual security agents in Protective Services. Employ university students when possible
- Work with Edmonton Police Services to install an officer on the university’s North Campus to be available during business hours
- Develop and execute a communications, education and change strategy to influence attitudes and behaviours so all members



of the community contribute to an enhanced safety culture. The strategy should include:

- a. Recommendations and requirements for staying safe and maintaining the safety of others on university property
- b. Responsibility and standards for securing university property
- c. Working alone recommendations and requirements
- d. A safety and security handbook
- e. Publication of Protective Services data on university websites to help remind people to take appropriate precautions

2. Physical Barriers

- Starting at highest risk areas on North Campus, assess physical spaces where unauthorized persons typically trespass, such as under stairs, in storage rooms, in basements and on rooftops; install appropriate barriers, such as fencing and improved locking systems. (Note some of this this work is already underway)
- A CPTED for HUB Mall has been completed, including multiple stakeholder engagement sessions, to review and understand safety and security challenges in HUB Mall. A final report with recommendations is expected 31 March 2019 and will inform corrective measures.
- Starting at highest risk areas on North Campus, assess physical spaces where unauthorized persons typically trespass, such as under stairs, in storage rooms, in basements and on rooftops; install appropriate barriers, such as fencing and improved locking systems. (Note some of this this work is already underway)
- Conduct a full evaluation of HUB Mall security systems with a view to adding physical upgrades as needed

3. Policies and Procedures

- Encourage faculties to review building access expectations and policies. Whenever possible, close buildings earlier and restrict access to limited locations after hours.
 - a. To incentivize the change, consider charging faculties the added security costs associated with keeping buildings open after hours

- Encourage faculties and units to make it mandatory to wear some form of identification, such as ONEcard, in secure and sensitive areas
- Increase awareness and accountability of supervisors in keeping staff and students safe, including working alone standards
- Increase insurance deductible to incentivize more rigorous loss control procedures at the department level
- Develop and communicate procedures that Protective Services will follow when responding to complaints of non-affiliated individuals on University of Alberta campuses. The procedures should seek to remove only individuals found to be committing crimes or causing disturbances, and working with external social agencies as appropriate.
- Appoint a standing safety and security committee to sustain these improvement efforts and monitor the effects of change from year to year
 - a. As part of this, repeat the safety and security survey annually and share the results
- Due to the high impact of sexual violence, continue to resource and advance the recommendations of the *Review of the University of Alberta's Response to Sexual Assault*

4. Technology and Control Systems

- Review and develop standards for swipe card access, video monitoring and security intrusion alarms

Defining Success

The CFSS Working Group believes that the university can and should enhance safety and security through concerted efforts on multiple fronts. Change will take time but success will be achieved when:

- Funding models and sources for security and safety measures have been reviewed
- Appropriate resource levels for UAPS have been determined and actions have been initiated to reach those levels.
- High risk areas have enhanced physical safety and security measures in place and interim security personnel are in place, if required
- A comprehensive action plan has been developed to achieve the adopted safety and security recommendations

- The community has a shared and realistic understanding of safety and security risks
- The community has a shared understanding of the meaning of “open campus,” including why an open campus is important and how it can be sustained
- Ongoing campus community education efforts are improving and resulting in a greater buy-in and accountability by all for security on campus

Costs (Estimated)

Design and installation of gates, fences, access control and door hardware, Phase 1, Priority 1	\$800,000
One-year pilot for Protective Services Community Action Team of two additional peace officers, four security agents and possible partnership with Edmonton Police Services	\$590,000
Conduct a complete crime prevention through environmental design (CPTED) evaluation and report for HUB Mall	\$18,000
Using a phased approach, implement upgrades to HUB Mall security	\$582,000 (other funds as needed)
Communications materials for education and change strategy to influence staff and students to take increased responsibility for safety and security while at the university	\$10,000

Risks

There are risks associated with the recommendations. The working group identifies the following risks and associated mitigation strategies:

Risk: By heightening awareness of safety and security risk, the university inadvertently sends the message that its campuses are unsafe, with resultant harm to reputation, morale, recruitment etc.

Mitigation: Careful communications and change management messaging that doesn't overstate the facts.

Risk: In addressing crime the university is perceived as unfairly targeting homeless and other marginalized persons.

Mitigation: Stress that the university is targeting crime and disruption, not individuals; ensure UAPS engagement protocols are transparent and fair and that all persons are treated equally.

Risk: Faculties with greater resources are able to secure their facilities more effectively by installing expensive equipment and infrastructure, leading to charges the university is not reacting fairly to real concerns.

Mitigation: Assess risk objectively, prioritize higher risk areas and seek reasonable cost-sharing arrangements that recognize resource and infrastructure disparities (some buildings are older and less secure).

Risk: There are insufficient resources or momentum to sustain the effort needed to effect the needed changes.

Mitigation: Formally establish the standing committee on safety and security with a clear mandate and reporting cycle; work within existing resource constraints with a focus on sustainability and incremental change.

Next Steps

The working group considers its work the beginning of a longer and sustained journey. The group suggests that administration:

- Share this report widely, formally seeking feedback and modifying as necessary
- Formally create a standing safety and security committee, including a subcommittee charged with communications, education and change in the immediate and longer term
- Complete the plan for UAPS and commence hiring
- Complete and share the plan for infrastructure improvements and continue the work already begun
- Complete and roll out the communications plan

Summary

University of Alberta campuses are fundamentally safe and secure places to work and study. Violent and other serious crime is extremely rare. During more than a decade of significant infrastructure and

population growth, however, gaps have appeared, and concerning incidents are increasing.

With this campus-wide review of safety and security, the university must now begin a comprehensive and holistic effort to enhance its systems and culture. The CFSS Working Group believes that the blueprint for change contained in this report will achieve the goal of a sustainable, manageable program to ensure safety, security, confidence and peace of mind for all members of the university community and visiting public.

Appendices

I. Definitions

Assault—The offence of common assault is set out in s.265. It is the most basic of offences of violence. Section 265 sets out three ways for the offence to occur. It can be through the intentional non-consensual application of force. It can also be an attempt or threat of non-consensual application of force or lastly the interference with a person while having a weapon.

Break and enter—anyone who breaks and enters a place with intent to commit an indictable offence therein

Harassment—(a) repeatedly following from place to place the other person or anyone known to them;

(b) repeatedly communicating with, either directly or indirectly, the other person or anyone known to them;

(c) besetting or watching the dwelling-house, or place where the other person, or anyone known to them, resides, works, carries on business or happens to be; or

(d) engaging in threatening conduct directed at the other person or any member of their family.

- *Criminal Code of Canada*

Homelessness—Homelessness describes the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination.

Most people do not choose to be homeless, and the experience is generally negative, unpleasant, unhealthy, unsafe, stressful and distressing.

- Canadian Observatory on Homelessness

Robbery—(a) steals, and for the purpose of extorting whatever is stolen or to prevent or overcome resistance to the stealing, uses violence or threats of violence to a person or property;

(b) steals from any person and, at the time he steals or immediately before or immediately thereafter, wounds, beats, strikes or uses any personal violence to that person;

(c) assaults any person with intent to steal from him; or

(d) steals from any person while armed with an offensive weapon or imitation thereof.

- *Criminal Code of Canada*

Safety—the condition of being protected from or unlikely to cause danger, risk, or injury.

Security—the state of being free from danger or threat.

- *Oxford Living Dictionaries*

Sexual assault—A sexual assault is an assault (as defined in s. 265) in which the complainant's sexual integrity is violated.

It is an assault whose essence requires touching at the least.

The accused does not need to have a sexual purpose in the assault. Disciplining or humiliating a person in a sexual manner is a sexual assault.

- *Criminal Code of Canada*

Theft—an unauthorized taking, keeping, or using of another's property which must be accompanied by a knowledge of dishonesty and the intent permanently to deprive the owner or rightful possessor of that property or its use.

- *Wikipedia*

Trespass—Historically, it has been held to occur whenever there has been an unauthorized physical intrusion onto the private property of another. Trespass also occurs when a person remains on an individual's land after permission has been withdrawn.

- *Legalline.ca*

II. Working Group Terms of Reference, April, 2018

1. Background

In recent months, the university has received and responded to an increasing number of reports and incidents associated with safety and security on our campuses and within certain university buildings. The incidents include thefts and break-ins, assaults and unaffiliated persons loitering or taking drugs in university buildings. Our university community has raised concerns regarding these occurrences and has asked the university to further investigate and take appropriate actions.

2. Purpose

The purpose of the Campuses and Facilities Safety and Security Working Group (CFSS) is to undertake a comprehensive review of safety and security across university campuses and within university facilities to develop a report with short and long-term (5 plus year) strategies for addressing the issues. The review will consider such things as electronic monitoring and building access, safety and security education, response processes, and Crime Prevention through Environmental Design (CPTED).

3. Working Group Mandate

In fulfilling its purpose the CFSS will:

1. Examine existing physical infrastructure systems and processes, including building access technologies, monitoring systems, university community safety and security education and awareness and community linkages and supports.
2. Collect safety and security data across buildings and campuses to understand the nature and trends of safety and security incidents.
3. Obtain feedback from stakeholders regarding concerns and issues around building safety and security.
4. Assess level of understanding by students and staff regarding processes to obtain emergency assistance from first responders and emergency services.
5. Review current building security systems (i.e. card access, alarms and cameras) to assess how and where these systems are being used and how the university may be able to better leverage these technologies to enhance safety and security.
6. Assess best practices in building security systems for large scale universities.

7. Assess UAPS staffing levels and training processes as compared to similar sized and geographically located institutions.
8. Recommend tools and processes to educate the university community on personal safety and security best practices.
9. Identify change management strategies to achieve an enhanced safety and security culture.
10. Recommend how to best deploy technologies/tools, supports and resources (dollars and people) for a safer community.
11. Prepare and submit to the Vice Presidents (Finance & Administration) and (Facilities & Operations) a comprehensive safety and security plan that will identify issues, trends, safety, security and equipment gaps and outline short and long-term recommendations and resource requirements including both infrastructure and personnel.

4. Working Group Composition

The Working Group shall consist of the following members:

Co-Chairs James Allen, AVP (Operations and Maintenance) Rob Munro, Acting AVP (Risk Management Services)

Members Andre Bourgeois, SU Representative Andrew Leitch, Director ERM Programs, Beth Richardson, GSA VP Labour Representative, Graduate Students' Association Elizabeth Johannson, NASA Representative Jillian Pearse, CPHR, Representative Human Resource Neil Purkess, University of Alberta Protective Services Randa Kachkar, Ancillary Services Rob Frank, Facilities Services Manager Rob Pawliuk, Associate Director Operations Rob Washburn, Dean of Students Rose Yu, Representative Faculties Sharon Murphy, Associate University Librarian for Public Services Representative AASUA (TBC) Representative Post Doc Association (TBC)

Resource Members As required.

Standing members may send alternates to the meetings.

5. Working Group Meetings

The working group will be scheduled to meet on a bi-weekly basis.

6. Reporting

The draft report will be submitted to the Vice Presidents (Finance & Administration) and (Facilities & Operations) by September 28, 2018 followed by a six-week consultation. The outcomes from the working group will be reported to the President's Executive Committee

(Operational), GFC and the Board Safety Health and Environment Committee (BSHEC). The Vice Presidents' will determine the format to report to these respective committees.

7. Administrative Assistance

The Office of Risk Management Services will provide the required administrative assistance to the working group.

III. Dispatch Entries by University of Alberta Protective Services

Dispatch Entries by Campus

Campus	2014	2015	2016	2017	2018
North	3655	3600	3990	5675	4349
South	121	116	89	175	121
Saint Jean	56	66	82	80	44
Augustana	0	8	75	245	20
Other	227	236	235	272	241
Total	4059	4026	4471	6447	4775

As recorded in Computer Aided Dispatch (CAD) program.

North Campus incidents

<i>Violent Incidents</i>	2014	2015	2016	2017	2018
Assault	14	23	13	11	13
Assault, Peace Officer	1	3	3	3	3
Assault, Sexual	7	9	6	6	2
Robbery	0	3	1	2	6
Weapons Complaints	2	3	3	6	11
Total	24	41	26	28	35

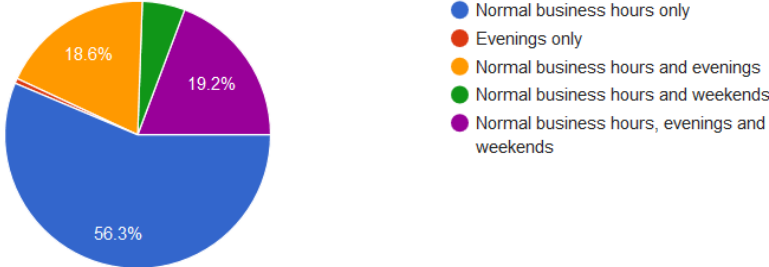
<i>Property Incidents</i>	2014	2015	2016	2017	2018
Break and Enter	25	69	53	44	61
Mischief	61	91	157	95	90
Stolen Property	3	4	5	3	6
Stolen Vehicle	3	5	4	1	4
Theft - Bike	52	61	79	83	57
Theft - Other	123	178	188	154	195
Total	267	408	486	380	413

<i>Disorder Incidents</i>	2014	2015	2016	2017	2018
Drugs	33	44	24	31	14
Disturbing Peace	29	27	21	21	9
GLA	65	60	41	29	32
Indecent Act	2	8	9	6	3
Trespassing	257	345	334	466	651
Suspicious Persons	267	408	253	180	77
Total	653	892	682	733	786

IV. Community Survey

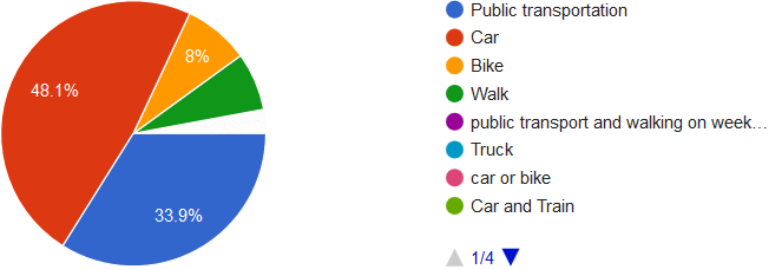
What times of day are you usually on campus?

982 responses



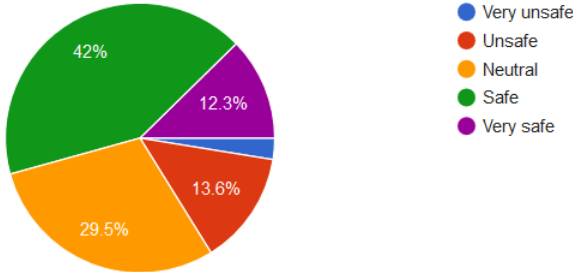
If you live off campus, how do you usually get to campus?

961 responses



If you spend time on campus after hours, how safe do you feel?

941 responses



Comments grouped by theme

Buildings feel unsafe or have seen crime

LRT

- Increase presence of UAPS after dark at stations
- More security measures are needed on the pedways
- Fewer passengers makes people unsafe
- More unsafe behaviour around the stations (swearing, physical violence, intoxication)
- University LRT doors open towards the street

FAB

- Security and mitigation measures took too long
- Security phone need to be closer to FAB
- Students don't feel comfortable in FAB at night
- Students have not seen promises kept from administration

ECHA

- Theft from offices has been routine
- Transients sleeping in stairwells
- Administrative areas are not restricted while other floors are
- Not all floors are locked and easily accessible (i.e. 2nd floor)
- Doors should be locked and require ONEcard access

Clinical Sciences Building

- Unstable hospital patients wander the halls
- The door connecting the building to the hospital is unlocked too often
- The west door from the street is always unlocked and a source of insecurity
- Thieves in the building are common
- One card access in the elevator, and/or swipe card access is needed
- People with firearms have been spotted in the building
- Administration have been contacted to mitigate these problem years ago, and few steps have been taken
- Stairwell access needs to be access only
- Attempts to make the building more secure have been ineffectual
- Locks on existing doors need to be upgraded
- Homeless people sleep in the department library

- Transients in hallways or upper floors close to offices or in washrooms

Chemistry

- Very dark after hours
- Chemistry east hallway does not have a safe feeling
- The doors to east and west don't work and most of the building is accessible after hours

Campus Saint-Jean

- Need a security guard
- More accessible parking close to the buildings is needed

Enterprise Square

- Theft from office spaces
- Most dangerous for students taking night courses
- Library brings a lot of unwanted traffic
- Separate survey is needed for enterprise square
- Young and inexperienced security team are unresponsive or unprofessional
- Physical altercations and offensive language is common inside and outside the building
- Trips from enterprise square to the LRT and Parking lot is unpleasant and feels unsafe
- Damage to property is common
- Staff have difficulty assisting students with all the distraction

South Campus Buildings

- Theft of small objects inside and outside
- Slow UAPS reaction times. People sometimes call police instead
- Needs distinct procedures for safety and patrol
- People don't feel safe leaving personal belongings in buildings
- Security presence is needed at south campus, or seen as a lesser priority
- More surveillance on weekends and after working hours
- High amount of crime goes unguarded during non-school hours

Unisex Washrooms

- Drug dealers take advantage of the washrooms

ARTs Quad

- Better security prevent infrastructure needed (i.e. better lighting, more cameras, more programming)

KAYE clinic

- Not included on the security map
- Pedway does not feel safe
- Unstable hospital patients or homeless people wander the building

University Terrace

- Off the radar for campus security
- Items have been stolen from around building
- Access to the building needs to be rethought
- Doors are open at all times
- Drug use happens in the washrooms

Lister

- Lister hall checkpoint does not work

SE part of campus

- Not covered well by UAPS, or emergency phones

Biological Sciences

- Needs swipe card access from CSIS

Specific features all buildings share have felt unsafe, and/or need treatment

- Less security or a greater sense of insecurity during the winter months
- Card Access is needed across the University
- Shared offices
- Entrances to floors or units
- Elevators
- Card access is needed for elevators
- Cameras are needed in some buildings
- Students use spaces that are meant for the staff in the buildings
- Theft from labs across the University
- More accessibility on campus for wheelchairs, and other disabilities
- Lack of cameras
- Rutherford north library; ECHA on the administrative levels; Stairwells and Elevators; HUB and the LRT

- Inadequate Lighting
- More parking lot lighting is needed
- Automatic lighting for parking lots is needed
- Some areas around campus do not receive sufficient lighting at night

Parking structures

- Parking lot E needs more access
- Parking lots around Education are not well lit
- Parking underground TELUS Centre automatic lighting is faulty
- Some could use emergency phones
- More surveillance on weekends and after working hours

Safety Procedures and Training related Feedback

- Staff need better training to deal with distressed students
- Office of the Registrar's staff need better to deal with heightened students
- Student advisors need better training to deal with distressed students
- Staff are concerned with their personal safety when dealing with students
- Hold student accountable for behaviour in a professional environment, and/or have students recognize the Student Code of Conduct.
- Departments and staff need better training on training procedures
- More training is needed on how to be watchful from crime and safety
- More training is needed on a building/floors approach to a crisis
- More signs to remind people to keep a look on their personal belongings
- Self-defense classes need better advertising
- There is no protocol for documenting or filling stolen personal belongings in offices
- Incidents that involve intervention from the police or UAPS on campus don't get released to the public
- Unclear if people have emergency phones in their areas
- Improve the existing access system for buildings with card access

- Students who have been in attendance for safety awareness training have found it helpful
- People feel unprepared in crisis situation, and/or if there is an active shooter on campus

Feedback regarding experience with UAPS or UAPS in general

- Long wait times are commonplace
- South Campus experiences long wait times
- Demand for more to be hired
- Should have more of a presence on Campus
- Students do not feel campus is well patrolled
- More blue phones available
- University staff have been followed by strangers and not been taken seriously
- UAPS is not responsive to phone calls, and often people have to use voicemail
- UAPS don't have a presence at buildings off 89th Ave.
- UAPS need to have a greater foot or bike presence

Positive feedback regarding UAPS or existing safety procedures

- University has taken the right steps to make campus feel more safe
- UAPS have been responsive and helpful
- Security on campus dialog is not addressing the problem, and/or profiling individuals

Homeless people need to be better welcomed on campus

- Respondents don't feel threatened by homeless people
- People are being profiled who fit the description of being or looking like a homeless person
- Students need to be included in the safety dialogue more
- Find ways to make the university safe without excessive protective services, and/or through better Building design

Bike and/or Road related:

- Bikers are a hazard
- Cyclists need to ride more safely on campus
- Bike theft
- Hearing about bike thefts is common
- People have had experience a stolen bike
- Bike Infrastructure

- More bike cages are needed on campus
- Replace flimsy bike racks
- Safety for bikers
- Bike lanes need better linkages
- Students and staff should be better informed of their resources

Safewalk

- Difficult contact, and/or not well advertised

Campus Safety resources

- Not advertised well, or advertised poorly
- Map of emergency phones
- A better idea of where emergency phones are located on campus

Other

- More dialogue is needed on campus scent free zones
- Human rights or justice researchers are targets for hate incidences and harm
- Ambulances have a difficult time tracking University locations

Randomized Comments: Academic Teaching Staff

1. Bike thefts are the major issue I have been confronted with. My wife's bike got stolen a few months ago, then a colleague of mine observed a bike theft from his window and called me for help (I called campus security who involved the police, but the perpetrators had already escaped with the bike upon arrival of campus security). Finally, my bike's front wheel got stolen a short time after the theft of my wife's bike.
2. I don't worry about my personal safety but I do worry about thefts from labs. Older buildings such as MSB need to be more secure. Once you are in the building you can go on many floors without any barriers.
3. Lighting could be much better in the stadium parking lot given that winter hours are very long and dark.
4. Enterprise Square does not feel like a safe building for staff or students - there are many multi-barriered individuals in the building causing numerous problems and around the building I do not feel safe walking to the parking lot. This issue has become much worse since the Library came into our building. Whenever I visit North campus, I feel safe and wish that this was our location. I have heard

numerous complaints from students about harassment from people around the building.

5. Stairwells and elevators are the places on campus that I feel most unsafe, particularly after regular business hours and on weekends. Having cameras in these locations might help.
6. More enforcement in drug hotspots (e.g. around the arts building) would be nice.
7. I am still somewhat new in my position here so it may be that my lack of long-term service is why I feel so unknowledgeable about the safety programs etc. at this university. Your question above about safety education is something I would definitely participate in.
8. Access to buildings near very public areas like the hospital or the LRT should be restricted by card access.
9. I understand that security concerns have recently popped up in response to perceived presence of drug use by non-campus people, housed and homeless, on site. At no time should security decisions undermine the need for campus to be a harm reduction-oriented, trauma-informed, non-violent space. Security approach needs to include non-stigmatizing awareness-raising activities to reduce unwarranted fear and offer the campus community effective alternative strategies for addressing unexpected encounters.
10. I am concerned about the fact that our building is wide open to the public at many times when it is generally unoccupied. Sometimes I am the only person in the building and yet strangers wander in and out of our first two floors creating some security concerns

Admin and Professional Staff

1. Campus is generally a very safe place.
2. Over the (many+) years, when I have had to call campus security (usually for locking myself out of my office), the officers have been very helpful, thorough and polite. When our office was burgled (twice), and when one of my bicycles was stolen (while locked), their behaviour on each occasion was just as professional. Too bad they were ineffective at finding the perpetrators. It is this lack of actually catching or preventing the serious stuff that makes me ambivalent about my security on campus.
3. There are definitely certain buildings that I feel safer in than others. It also depends on how many other people are around if I'm in after hours.

4. Perhaps there could be encouragement to include personal and property security in other safety processes on campus such as hazard assessments.
5. We have people in our buildings who shouldn't be here, too many places to hide and not enough security personnel to address our concerns. I'm not at all comfortable working alone after others have left. We need to address building hours, and have the ability to 'close off' floors/elevators after hours. Access should only be allowed with a key swipe.
6. Enterprise Square is a very dangerous place frequented by mentally ill people, violent individuals, and homeless people hanging out in the library and the building, doing drugs in the washrooms, breaking into offices, masturbating in the halls - not a pleasant place to work in.
7. I don't feel unsafe on the main University campus. I feel unsafe in Enterprise Square. We have had a number of thefts from secure office spaces in this location.
8. We have had increasing, multiple thefts over the past few years (i.e. we are targeted and it is getting worse. Our trades staff often sees vagrants and unsafe items like needles, condoms, etc., and areas used as flop houses. We need better deterrents to non-public access areas and more thorough patrols.
9. More blue phones would be helpful. More constant patrols of buildings - floor by floor after hour walk-through.
10. Parkades in general are rather unsafe. Some of these are not U of A though, but are near the property. How could the University have folks that are paying for parking in either AHS or public spaces put some pressure on those areas to have additional security awareness in place. The presence of seeing University security staff walking around the Quad and other places would be a good deterrent I believe and help people feel even more secure.

Graduate Students:

1. Have you thought about how minorities may feel in terms of safety? They might have different experiences in terms of feeling safe with racism, sexism, homophobia, ableism etc. Being an international student might also affect how safe they feel. They may feel more vulnerable being in a new country. Just some things to think about during your inquiry. Focus groups might be a good way to better

understand these perspectives if you haven't already planned for them :)

2. HUB, FAB and LRT are very unsafe. There is a lack of security personnel and cameras.
3. Once called Campus Security ~3:30 AM about a violent argument next door after hearing something/someone being pounded or hit hard. Security took 40 minutes to arrive, by which if something truly bad had happened would have been too late. The kicker: security suggested that I was hearing voices after asking me why I take the medication they saw on my dresser. Not impressed.
4. It's super creepy when they turn off all the lights in the chemistry building at night.
5. There have been multiple incidents in my building over the past couple of years and not much has been done about it. I'd like to see some more security measures on campus in general; I know our building is not the only one affected.
6. CSB has had multiple thefts and unknown people on the floor/in the bathrooms at all hours including working hours, which makes me feel uncomfortable. There needs to be a pass system so this does not happen. One encounter with a staff was aggressive. ECHA has also had multiple thefts and they have responded by locking stairwells and requiring employee passes to upper floors after 5pm. I agree with increased safety measures but this unfairly targets graduate students who use the lounge.
7. Yes, it seems that UAPS does not do any proactive policing or education on-campus. This seems odd to me that police forces such as EPS, or Calgary Police do this regularly as part of their community policing but UAPS does not. Why?
8. Also, I've often heard from calling UAPS that they cannot respond because they are short staffed or that we'd have to wait due to them being short staff. Why is it that at a large research intensive institution such as the UofA, that UAPS does not have sufficient resources to respond to student/staff/community safety concerns?
9. Try to add more protective services members on the main campus on weekends, as far as I understand there are only 2-3 working on weekends and they are frequently handling issues at the south campus (maybe due to increased use at Saville centre on the weekend?). Or maybe have one individual stationed there and the others at the North campus.

10. I used to have a parking pass for the underground TELUS/Timms lot and noticed that later at night the lights in the garage would be off when I walked in. I think they're supposed to turn on when they sense movement, but several times they didn't come on as I walked through. It wasn't just a little freaky, but unsafe. They seemed to turn on once my car started to move, but not when I was just walking through.

Undergraduate Students:

1. The campus is pretty, but shady as heck. The lighting outdoors at night is a joke. Theft is a big problem in all buildings.
2. I spend a lot of time in Fine Arts Building in between lectures and for rehearsals. I appreciate that the University held the town halls re: FAB Security, but I find that some of the promises that Admin made seem to be falling through. I still attend rehearsals in FAB during the evenings in summer, and while there hasn't been any suspicious activity that I've noticed, I'm still not entirely sure how that will hold up once Fall classes resume.
3. 3. I wish the university cared about its students' safety as much as its rented statues.
4. It's great that we finally have some sort of security now in FAB, but why did it take a drug situation in the men's washroom to cause FAB to get the security cameras and etc. and act on their responsibility to keep their students and staff safe and not the fact that women were sexually assaulted and harassed?
5. Lister hall checkpoint does not work. Last year a homeless man just walked into Lister
6. I see the police at HUB or the LRT entrance near HUB often enough but it doesn't make me feel less safe.
7. I've lived on campus and off campus and I have never seen a security guard and that worries me. Especially as a music student in the practice rooms in the wee hours of the morning. I personally would like a guard wandering the outside of campus and I have no idea if anyone does. I have learned about the safe walk but I think just a guard outside would be a good addition.
8. As someone who has been personally affected by the safety issues in FAB, I find that my guard is higher on campus in general. I spend most of my time in the Arts areas of campus and I find that those are the areas that are harder to regulate because of their proximity to the transit centre. Personally, except for in FAB, I don't

particularly feel unsafe in any other area of campus because I haven't been exposed to actual security risks in those areas. I know that in FAB, despite the added measures, there are still problems (not so much in the summer) and what peeves me about this situation is that people had to go through the trauma they did just for us to finally get basic security protocol put into place. The damage has already been done in some cases and it's a shame that it took this long for things to actually happen.

9. Aside from various Campus Safewalk adverts in buildings, I wish there was more information advertised of the protective services available on campus (i.e.: who on campus should you call if there is an incident etc.)
10. I think outside campus is a lot worse than inside, near the hospital and Whyte Ave, but in campus I feel safe

Support Staff:

11. I work fulltime in CSB. There is a constant parade of homeless people in and out. The side doors to the building are always unlocked allowing people to enter whenever. These people usually hang out in the stairwells making it uncomfortable for employees to use the stairs. I personally have had an encounter with someone in the stairwell. Makes me feel unsafe to use the stairs. There are also random strangers walking around our hallways/offices because there is no lock/card swipe access on doors. CSB floors are open to anyone. Due to how far CSB is, it always takes Protective Services a while to respond.
12. Need more security in building during working hours, theft is becoming a real problem.
13. I feel that Protective Services does a great job but they are limited on staff so reaction times to south campus is slow and situations end up going on longer than they should.
14. I think that many of the security problems are due to the proximity to the LRT, especially when you look at the areas that are experiencing the biggest problems. Edmonton Transit needs to do their part in making sure the LRT is a safe place. I do not take the LRT in the evening, especially downtown, although even from the U it can be sketchy.
15. I do feel safe on campus.
16. We work in University Terrace where there are tons of homeless people and thefts but the Second Cup has to have the back door

open because of fire regulations, so there seems to be little we can do to keep our building secure. Can we not have badge access elevators for our floor?

17. I generally feel very safe on campus. The only area I question is my parkade - specifically the stairwells. It is not a UofA owned parkade so there likely isn't much to be done by UofA. However, I do appreciate that I see Protective Services and EPS helping with the situations that arise in the parkade, and the space between it and Newton Place.
18. In general, Augustana is a safe place. One of my concerns is that the parking lots are not pedestrian friendly and we don't have sidewalks for street parking.
19. Enterprise Square (outside of the locked office areas) does not feel safe with the number of street people in the building and outside the building at all hours. Yes, security is visibly present, but that does not deter them and altercations take place in seconds. I would never want to be a student taking evening courses here.
20. I would feel better with better lighting and/or a more visible security presence after dark. I often feel like there is no one around should I need help.

V. Issues of concern, ranked by the working group

Ranked on a scale of 1-5 (5 being most severe) and taking into consideration likelihood and consequence.

1. People attempting/committing sexual assault	4.4
2. People following students or staff into buildings, practice rooms, study rooms or offices	4.3
3. People stealing or releasing vital data, including personal information	4.0
4. People sealing personal property, such as laptops, phones, wallets, purses	3.9
5. People carrying weapons in university buildings and on university grounds	3.8
6. People entering labs and stealing or spilling/releasing dangerous materials	3.8
7. People doing drug deals in washrooms	3.7
8. People injecting drugs in stairwells, washrooms	3.7
9. People threatening staff in public facing offices	3.7
10. People stealing or damaging/destroying priceless research or specimens, exhibits	3.6
11. People experiencing psychotic episodes in university buildings, whether under the influence of drugs or not	3.5
12. Student or staff being infected by needles or blood products in university facilities	3.5
13. People harassing or threatening staff and students	3.4
14. People sleeping in stairways, lounges, classrooms, atria, washrooms after hours without authorization	3.4
15. People peeping at women in women's washrooms	3.4
16. People damaging valuable research equipment	3.3
17. People being in university buildings after hours without authorization	3.3
18. People starting fires in university buildings	3.3
19. People entering rooftops and basements without authorization	3.2
20. People stealing university property, such as computers, projectors, AEDs	3.2
21. People intoxicated and causing a disturbance in university buildings	3.1
22. People locking themselves in single-person washrooms to sleep, use drugs etc.	3.0
23. People vandalizing university property, such as offices and lockers	3.0
24. People stealing bikes	2.9
25. People leaving soiled clothing, food scraps, condoms and needles in university buildings	2.9

26. People breaking into and stealing from cars	2.9
27. People using university washrooms despite having no business on university property	2.8
28. People taking showers in university facilities without authorization	2.4
29. People sleeping in stairways, lounges, classrooms, atria, washrooms during the daytime	2.3
30. People having sex in washrooms in university buildings	2.3
31. People dumping stolen goods in university buildings	2.3
32. People stealing food from lunchrooms	2.0
33. People camping in university parking lots	2.0

Causes/Reasons

1. Some of our infrastructure is in disrepair (doors that won't close; alarms that don't work properly etc.)	4.3
2. People don't take adequate care of their property. They leave laptops in the open, don't lock valuables in desks etc.	3.9
3. People forget to lock doors	3.8
4. The university is an inviting place for people to sleep, do drugs and drug deals, steal and loiter	3.7
5. The university has countless "nooks and crannies" with little to no traffic that are attractive and easily accessible	3.7
6. Administration doesn't seem to agree on who "owns" the problems	3.5
7. Students and staff deliberately disable locks and alarms for their convenience and that of their friends	3.4
8. Not everyone agrees on the level of risk so we disagree on what should be done	3.4
9. Trespassers "tailgate" into buildings	3.3
10. People have an unrealistic sense of how convenient it should be for them to come and go into secure spaces, especially after hours	3.3
11. Poorly designed structures, such as buildings that have fire exits into other buildings	3.2
12. People don't take adequate care of university property. Leave doors unlocked etc.	3.1
13. The university's access control processes are too lax so too many people are authorized to enter after hours	3.0

Possible Solutions

1. Increase number/presence of security guards	4.6
2. Educate staff about security	4.3
3. Educate students about security	4.2
4. Limit after-hours access campus-wide	4.1

5. Educate people with the message to call UAPS to report suspicious behaviour	4.0
6. Improve lighting in key areas	3.8
7. Make our open campus "less open." Designate more spaces as "staff and student only;" make greater use of card access systems; install more locking doors	3.8
8. Secure any space that seems like an inviting place to sleep or hide, such as in stairwells, under stairs, in seminar rooms, in mechanical rooms, etc.	3.5
9. Install personal security enhancements for individuals and departments that request them, such as small windows into offices, mirrors to see around corners etc.	3.5
10. Target non-affiliates and trespass them -- removing them from the university and arresting them if they keep coming back	3.3
11. Increase the number of security cameras in higher risk areas	3.2
12. Use security cameras for active monitoring (vs for review "after the fact")	3.1
13. Prevent non-affiliates from coming to the university	3.0
14. Offer free self-defense and personal protection training	2.1
15. Install more emergency phones	2.0

VI. Infrastructure Plan

CFSS WG Issues - Building Action Plan U of A Campuses			
Building	Exact Location	Issue	Solution
PRIORITY LEVEL 1			
Ag/Forestry Building	Main doors	Doors propped open on the weekends.	Increased security and need to educate students and staff about security issues.
Ag/Forestry Building/AFNS	Main office, 4th floor	Break in and theft.	Locks changed and metal strips installed on the hallway doors leading to offices.
Ag/Forestry Building/AFNS	Lab areas, 4th floor	Unaffiliated persons entering secure lab areas possibly through loading dock doors.	Changed the hours of locking on the doors. Communication sent out to all staff to not leave offices/labs unoccupied.
BioSci Psychology Wing	Psychology Wing	Lockers vandalized.	Reduce building hours.
BioSci Psychology Wing	Psychology Wing	Occasional attempted break and enter and theft.	Restricting building open hours and increased patrolling. Evaluating upgrades to card access.
Business	B12	Walls punctured and \$5,000 damage	Room converted to secure space accessible via ONECard. Communications to all Business staff was sent. UAPS provided info session to students.
Business	Main level	Unaffiliated persons having access to and using lockers.	Notified users. Proposed cameras all floors Business.
CCIS	Building wide	Lower levels of CCIS I and CCIS II are dead spots for cell.	Install infrastructure to boost cell reception.
Central Academic Building	South Stairwell	Stairwells are open and accessible for people to hide, mainly the south stairwell extending upward to 7th and 8th floor.	UAPS increasing checks. Reduce building hours.

Clinical Sciences Building (CSB)	Elevators	Unaffiliated persons access to the entire building.	Card access on three elevators to restrict access to floors in conjunction with locking stairwells recommendation. (See below: Priority 1 - Clinical Sciences Building - 13th floor). Evaluating options, including walls, eliminating 24 hour access and limiting access doors.
CSB	B-190A and B-194	Unaffiliated persons using showers, possible drug use.	Decommission showers. Reduce building hours.
CSB	Stairwell 1 and 2 from floors 3 to 13	Unaffiliated persons access to the entire building.	Create vestibules with card access doors on levels 1 and 2. Add card access on west stairwells and possibly security gates at the second level.
CSB	Basement connection to UAH	Doors from UAH into CSB, disagreement over whether these are fire escape for hospital or locked by U of A.	Evaluation and discussion ongoing. (See below: Priority 1 - Clinical Sciences Building Connectivity to AHS/ LRT)
CSB	Conference Room 2-188	Doors not closing properly.	Door to CSB 2-188 has been repaired; the room is locked.
CSB	C2-151	Unaffiliated persons found inside lab - the doors were left open.	Movers, contractors, etc. were reminded that the doors to the lab should be closed at all times.
CSB		Connectivity to AHS / LRT	Install gate or access control and hire security to validate identification. (See below: Priority 1- ECHA, 2nd floor South pedway)
CSB	At the top of the stairwells 13th floor	Unaffiliated persons sleeping / accessing roof and basement.	Gate installation and add elevator access control on Ele. 83, 84, and 85.
CSB	South East stair access	Trespassing.	Gate installation.
College Plaza (ISTAR)	1500 College Plaza	Door pried open.	Locks to all doors changed.
Corbett Hall	Throughout	Unaffiliated persons causing disturbances.	UAPS recommends calling police when needed. Safety communications to building occupants.
Edmonton Clinic Health Academy (ECHA)	2nd Floor South Pedway	Connectivity to AHS / LRT	Sweep of high incident buildings by authorized/ security personnel prior to lock down. Reduce building hours.

ECHA	HSERC	Two exit door easy to pry open.	Installed metal frames on top of the door to cover the locking mechanism. Additional cameras and intrusion system. (Department funded).
ECHA	Lower level, 1st & 2nd floor seminar rooms	Unauthorized/unaffiliated users.	Lock all seminar rooms and sign out key from office.
ECHA	Bottom of stairwells / access to penthouse from 5th floor.	Unaffiliated persons sleeping / accessing penthouse and basement.	Gate installation and security sweep for all 6 stairwells.
ECHA	Hiding in single user washrooms.	Unaffiliated persons sleeping in the area.	Evaluating options. (There are 12 washrooms to consider)
Electrical and Computing Engineering Research Facility		Doors propped open by students etc.	Security personnel controlling access to buildings.
Enterprise Square	Public spaces, washrooms, classrooms, etc.	Theft, staff feeling unsafe, hygiene issues, damaged doors / break-ins, psychotic events.	Student education and increased security presence. UAPS conducting CPTED review.
Enterprise Square	Student Centre, classroom areas.	Theft from students.	Increased signage, communication with students, and increased security presence.
FAB	Stairwells	Unaffiliated persons sleeping in the upper stairwells; empty alcohol bottles/ drug paraphernalia.	Gate installation.
FAB	Pit area of main stairwell	Trespassers sleeping in pit area.	Improved lighting and cameras.
FAB	Computer lab 1-7	Theft of computers in central booked computer lab.	Cameras added in corridor outside lab.

FAB	Throughout entire building (stairwells and washrooms are hot spots)	Unaffiliated persons loitering.	Installation of gates on stairwells and card access on elevator. (Complete) Change building hours and update swipe card access system. (Design is underway, IMP funding for new card access.)
FAB	Throughout building (especially 3 rd floor)	Multiple incidents of locker vandalism and theft.	Restrict building access, update swipe systems, continued patrol or UAPS presence, community awareness. Cameras installed throughout, fencing in stairwells and elevator card access (completed) Card access system upgrade in progress (funded by IMP)
FAB	2nd floor sliding glass doors.	Unaffiliated persons sliding newspapers under the door/in between doors to activate sensors.	Doors on HUB side are electronically locked.
General Services Building	2nd Floor, south hallway near stairwell	Persons entering open spaces after hours.	Existing card access to be used. Reduce building hours.
HUB Mall	In Art & Design studio hallway rooms 145 and 147	Loading dock doors not closing, allowing unaffiliated persons to enter the area.	CPTED review of lower area.
HUB Mall	Locker lounge	Unaffiliated persons loitering and/or sleeping in the lounges after hours.	Security gate is keyed, will need to start locking the lounge.
HUB Mall		24/7 access.	Sweep high incident buildings by authorized/security personnel. CPTED underway. Residence association has proposed card access and reduced building hours.
HUB Mall	Lounge closest to LRT entrance	Unaffiliated persons loitering and/or sleeping in the lounges after hours	Security gate is already installed but needs to be rekeyed or have a lock installed.
HUB Mall loading dock	Double set of doors located between 1C7 and room 147	The doors don't lock and automatically open. Multiple incidents of break & enters, mischief, and theft have occurred to the Chaplains Office and Art & Design Studios.	Install deadbolt on the doors. Upgrade hardware. Reduce building hours.
Humanities	4th Floor	Offices broken into and items destroyed or stolen (e.g. laptops).	Staff/student education. Reduce building hours.
Humanities	Washrooms and other unlocked rooms	Unaffiliated persons accessing washrooms and unlocked seminar rooms on 3rd and 4th floors.	Increased security patrols. (See above: ECHA, seminar rooms)

Humanities	3-5 EFS administrative complex	Theft from connected offices.	Increased patrolling. (See other Humanities solutions above)
Kinesiology	Controlled access	Kinesiology requesting door access control.	Access controls scheduling by BSS.
Kinesiology		Kinesiology requesting video monitoring ability.	Advised to consult video monitoring procedure.
Law Centre	Various areas throughout building	Loitering, intoxicated individuals	New card access. Locking down areas when staffing is limiting. Increase security after hours.
Law Centre	Decor Centre	Break in through exterior window of an office resulting in theft.	Add security film on ground floor windows.
Law Centre	Entire building, mainly 4th floor	Several incidents including threats from a former employee.	Upgrades to improve safety and security include: renovations to the dean's office to provide peepholes in doors and an additional egress door; re-keying the entire building; installing new proximity tap readers.
Law Centre	Stair 6 above 4th floor	Unaffiliated persons sleeping / accessing roof.	Installation of gate.
Libraries		Public areas.	Sweep high incident buildings by authorized security personnel prior to lockdown.
Libraries	Emergency exits, washrooms	Sleeping, drug paraphernalia.	Rutherford North - Southwest stairwell door security (complete). Rutherford North - 2 additional stairwells door security to be completed (funded by Libraries). Cameron Library - upgrade/update to current (funded by Libraries).
Medical Sciences Building (MSB)	Stairwell 4, basement level	Trespassers using basement of stairwell for drug use.	Gate installation.
MSB	East stairwell	Trespassers using basement of stairwell for drug use.	Gate installation. (See above: Priority 1 - MSB Stairwell 4)
MSB	West main entrance	HVAC pressure issues, door fails to close fully.	Stronger closer on door and better pressure control.
Physical Activity and Wellness Centre	Stairwell 36	Unaffiliated persons hiding.	Locking gate.

Physical Activity and Wellness Centre	STR-20	Unaffiliated persons hiding under stairway.	Install a fence with a gate for cleaning access.
Research Transition Facility (RTF)	North East doors	RTF requesting after hours facility access.	(See below: RTF - North East Building)
RTF	North East Building	Gym programming permits after-hours access to entire building.	Switch out the 2 sets of interior doors to lock off a small part of the building.
RTF	Washrooms 1-020 and 1-018, near gym	Unaffiliated persons using showers. Possible drug use.	Lock northeast perimeter doors and decommission the showers. Reduce building hours.
South Academic Building	Third, Fourth and Fifth floors	All floors experience break ins, theft and/or vandalism. Third floor offices broken into through ceiling tiles. Fourth floor labs broken into. Fifth floor offices broken into possibly because door did not close properly.	Reminders to occupants to ensure door is fully shut when they leave. Pressurization problem has been corrected and locks on fourth floor have been rekeyed.
South Campus	Walkways, entrances, parking lots	Request for emergency phones.	Blue phones will be removed from all campuses over time. Increased patrol by UAPS or contracted security personnel.
South Campus	Walkways, entrances, parking lots	There are numerous dark areas for people to hide.	Areas should be considered when developing South Campus. (See below: South Campus solutions)
South Campus	Storage Yard	Remote location with valuable assets.	Install and pilot intrusion system and cameras with third party vendor.
South Campus	Outdoor Security Cameras	Cameras for parking lots, walkways, storage areas, access doors and loading docks.	Upgrading existing cameras in Saville.
Students' Union Building		24/7 access leads to trespassers loitering and sleeping in the building.	Sweep high incident buildings by authorized security personnel. (Funded by Student's Union). Consider reducing building hours.
TELUS	Atrium, elevator and staircase	Trespassers sleeping/accessing staircase, atrium and elevators	Reduce building hours.
TIMMS	Elevator #16 allows access to level UM	Small corridor being used by unaffiliated individuals.	Elevator access control. Parts ordered to turn this area into a key restricted zone.
Tory		Doors are propped open on the weekends.	Educate users.

Tory	3rd floor office 'wing'	Theft opportunities in the early mornings.	Cautionary email sent to staff. Consider reducing building hours.
Triffo Hall	Main entrance and side stairwell doors.	Stairwell doors get stuck because of snow build up during winter.	Considering cutting down doors and providing sweeps.
Van Vliet Complex (VVC) East	2-227 Classroom	No window on the door, cannot see potential danger.	Install a small window.
VVC West	West Pool hallway	People accessing the pool through walkway to the Pavilion.	Install card access on doors.
VVC West	1-662 Classroom	No window on the door, cannot see potential danger.	Install a small window.
VVC Saville	Building doors	Contractor leaves doors unlocked.	Cleaning staff to change procedures. Increase use of existing access cards.
VVC Saville	Stadium. etc.	Incidents of tailgating into parkade, bike thefts. Storage areas in Stadium have been breached (chain link fences cut) and all bicycles taken. Increasing incidents of vehicle break-ins at covered and underground structures.	Education of university community regarding leaving valuables in vehicles. Increase signage in parkades.
PRIORITY LEVEL 2			
Arts & Convocation Hall	Main floor, disabled washroom	Washroom vandalized, used inappropriately and electrical wires left exposed.	Fixed by maintenance. Exterior light indicating extended use and blanking off any electrical outlets.
Chemistry East & West	Chemistry East & West exterior doors and connecting doors to Central Academic Building and CCIS buildings, main floor	All exterior and connecting doors to Chemistry East & West were not latching, not closing, or propped open on the weekends (when the building should be locked and closed).	Upgrade card access and add card access to Central Academic Building and east entrance.
Corbett Hall	Room 3-44	Break in, theft and unaffiliated persons in the building.	Working on getting the exterior windows glazed. Change the exterior (high pressure sodium) lighting to LED lighting.
Education Basement	Education Basement near GB01	Trespassers entering through accessible doors in the basement hallway by GB01.	(See below: Education building security solutions - perimeter door access)

Education North Building	Stairwell doors from the 1st to the 7th floors	Break ins, theft, vandalism and unaffiliated people who have gained access to building via stairwell exits to the exterior of the building - various areas and classrooms. Doors should be locked/monitored but lack the personnel. Contractor sometimes forgets to lock the doors or secure alarms after they have cleaned the area.	Numerous communications have been sent out to faculty & staff asking them to be more aware of their surroundings, and asking them to remove props keeping doors open. Doors need to be checked regularly – need to assign responsibility. Revisit the building hours and provide card access control to a number of areas. Ed South - Elevator card access underway. (IMP funding elevator upgrade). Ed North - Behind classroom 2-115, 15 egress hardware on exit door and light in main hallway. Ed North and South - Perimeter door access control and monitoring.
Education South Building	Basement, 10th floor lounge	Basement is usually unoccupied and creates opportunities for people to hide away. The 10th floor lounge occasionally is not locked after contractor staff clean - numerous people seen sleeping here.	Elevator card access underway/ 10th floor lounge card access. Perimeter access on buildings. (see above). Reduce building hours. (see above)
Enterprise Square	Bike racks around the building	Theft of bikes/bike parts.	Student education and add a fenced compound in the parkade.
Fine Arts Building	3rd floor, central washrooms	3rd floor washrooms are not used as often. Unaffiliated persons peeping on women. Drug deal interrupted in the men's washroom.	Potential solution is to make the 3rd floor washrooms card access only. OR consider doorless washrooms.
Humanities	Northwest stairwell to basement	Trespassers sleeping / having access to stairwell nook.	Gate/barrier installation.
Newton Place	Main lobby to back doors.	Trespassers entering through propped doors.	Educate community about tailgating; door propping, campaign to discourage tailgating by community members; signage. Cameras and monitor (completed). Card access estimate provided to ancillary services.
SCSC West	Customer Service Desk 1-200A	Staff at main desk feel exposed/ vulnerable to potential danger from behind.	Reconfiguration of the front desk to be along the north wall with direct access to the main office.
UHall	West Stairwell 14	Unaffiliated persons accessing stairwell.	Install cage/gate to close off area. (See below: Van Vliet, East entrance under stairs)
UHall	2-130 Offices	Theft	Install doors with card access to office area.

University Terrace	4th Floor, south side	Theft and no field of vision due to unoccupied cubicles.	Remove vacant cubicle walls as they are unused and unneeded. AND/OR lower height of existing/in use cubicle walls.
VVC	East entrance under stairs; between UHall and VVC	Trespassers	Gate Installation.
VVC East	South East stairwell 29	Bottom of stairwell has little traffic - good place for trespassers to hide.	Lock off doors and make them exit only.
VVC East	North East Stairwell	Bottom of stairwell into mechanical room area isn't used often and is a location to dump stolen goods.	Locking gate.
VVC East	West stairwell 22	Trespassers living at the top of stairwell (winter time).	Locking gate.
VVC East	East Wing 4th floor	4th floor is always accessible leading to break ins.	Lock stairwell access and control elevator access.
PRIORITY LEVEL 3			
Administration Building	Main floor	Advisors only have one exit from behind the service desks. Very open space and staff can feel trapped when clients are agitated.	Safety audit of space. (Currently underway with Office of Emergency Management).
Arts & Convocation Hall	Student Lounge	Trespassers occupying the space overnight.	Add card access and reduce building hours.
Arts & Convocation Hall	Throughout	Very quiet (unoccupied) in the early mornings, a potential space for trespassers to occupy.	Keeping inside doors closed and locked until 9 a.m. Perhaps opening building's main door slightly later or having more security checks. Change building hours and add card access for staff.
BioSci Psychology Wing	Inner hallways, basement stairwells, and single use washrooms	Trespassers sleeping, using washrooms after hours after the building is locked.	Locks have been installed to restrict access to inner hallways; restricting building open hours. Mechanical basement room storage access and security to be upgraded.
Business	Throughout	Theft.	Staff communications sent for safety with the addition of protocols and reminders to not keep valuables unattended in open/unlocked areas. Camera cost estimate provided to faculty.

Business	On all floors, both in office space/student study space areas.	Theft - thieves gaining building access through loading dock doors, main entrances or by climbing through ceiling tiles.	Loading dock doors are now scheduled to unlock at 7 a.m. instead of 6 a.m. Metal strips were installed on all doors in the east stairwell to make access more difficult to offices. Communication was sent out to all staff on protocol to follow (remove all valuables from office spaces or ensure they are in locked cabinets, do not leave offices unlocked and/or unattended during office hours, watch for and report any suspicious activities to UAPS, communicating safety/working alone protocols and reminding staff not to let strangers into the office space areas after hours. Info sessions provided to students/staff at times when break ins were happening. Info sessions provided via UAPS re after hours safety/protocol. More security checks in building during times when B&Es were occurring. Camera proposal provided to faculty but not proceeding at this time.
Corbett Hall	Lot L	People camping out in parking Lot L and using facilities in the early morning.	Implement better access control measures (i.e. reduce the building hours, install proximity card readers, designate certain entrances as emergency exits only).
Engineering Teaching and Learning Complex		HVAC pressure issues; doors failing to close.	Pedway door control and card access.
Enterprise Square	2nd floor areas (on pedway). All publically accessible space on 1st and 3rd floor	Public access, people hold doors open for strangers.	Educate staff, consider locking down elevators outside of regular work hours. Investigation needs to be done to confirm the number of elevators
Faculty of Rehabilitation Medicine, Corbett Hall	1-63, behind a freezer by 2-44, under the trees and on the front lawn	People found sleeping in the student practice room, CH 1-63 and/or behind a freezer in the NW side of the building on the 2nd floor by room 2-44.	Room CH 1-63 is now locked. Need to trim the trees outside of the building and additional exterior lighting. Recommended relocating the freezer to a room. Reduce building hours.

General Services Building	9th floor rooftop landing and basement	Top of the stairwell, trespassers sleeping / having access to the roof.	Gate installation right at the bottom of the stair so they can't gain access to the top of the stairwell and roof. Reduce the building hours.
School of Business	At the top of the 5th floor on the east and west stairwells. Door marked as emergency exit.	Trespassers on the 5th floor stairwells (East and West) occupying space. Access gained during the day by propping open doors with bricks/magazines or placing debris in the locking mechanism. Building open until 11 p.m. daily.	Stairwell has a locked door in place to prevent 5th floor access (does not prevent trespassers from sleeping in the stairwell areas). Further evaluation may be required.
SCSC East	STR 2, STR 4	This hallway seldom used, making it a good place for trespassers to loiter and sleep.	Alarmed door & monitoring on intrusion system. Install mosquito speaker.
SCSC East		Emergency door gets used as a regular exit and doesn't always latch.	Alarmed door & monitoring on intrusion system. Install mosquito speaker.
SCSC East	STR 3	People exit the fitness centre stairwell door, which is an emergency exit.	Alarmed door & monitoring on intrusion system. Install mosquito speaker.
SCSC West	Hallway 1-249ZZ	This hallway seldom used, making it a good place for trespassers to loiter and sleep.	Alarmed door/Accessible cameras in the hallway. Install mosquito speaker.
SCSC West	STR 12, 13, 15, 17	A stairwell that doesn't get used often therefore it's a good place for trespassers, loitering and squatting.	Alarmed door & monitoring on intrusion system. Install mosquito speaker.
TELUS	North side bike racks	Bike theft.	Student education and fenced compound.
VVC	Main North Doors, Arena, Main North Doors, VVC East Courtyard	Bike theft.	Bike lockers or assigned cages. Install fences with pin pad code.
University Terrace	Second Cup Rear Entrance	Customers have access into Terrace to use the washrooms inside. Retail leasing issue **	

**** All Priority 1 issues will be completed by December 2019**

Priority 2 and Priority 3 issues to be reviewed by the CFSS Standing Committee

VII. Preliminary Communications Plan

Background – what is this about?

The CFSS Working Group is tasked with finding short and long term strategies to address a number of issues related to safety and security on University of Alberta campuses, including:

- People attempting and/or committing sexual assault
- People harassing or threatening staff and students
- People stealing or releasing vital data, including personal information
- People stealing personal property, such as laptops, phones, wallets, purses, bikes
- People entering labs and stealing or spilling/releasing dangerous materials
- People doing drug deals or using drugs in stairwells, washrooms etc.
- People being in university buildings after hours without authorization
- People stealing university property, such as computers, projectors, AEDs
- People intoxicated and causing a disturbance in university buildings

The Working Group is recommending a four-part solution including: physical barriers; policies and procedures; technology and controls systems; and people.

This plan is meant to address the “people” category, specifically the attitudes and behaviours of members of the university community.

Who is affected?

- Undergraduate students
- Graduate students
- Front line academic staff
- All administrative and support staff
- Protective Services members
- Facilities and Operations staff
- Others as identified

Future State – CFSS WG goals

1. Improved the confidence of students, faculty and staff in safety and security
2. Improved mitigation of high risk incidents and areas
3. Improved deterrence of trespassers and unwanted behaviours
4. Improved detection/monitoring of incidents/trends and reporting
5. Improved triggering of appropriate incident response(s)
6. Improved understanding/practice of policies and accountabilities

Who's going to drive this change?

1. Risk Management Services and Facilities and Operations
2. Change Champions/Supporters of this change
3. Senior Team – President and Vice-Presidents
4. Student and staff associations

Current State (highlights of committee survey)

1. People don't take adequate care of their property. They leave laptops in the open, don't lock valuables in desks etc.
2. People forget to lock doors
3. The university is an inviting place for people to squat, do drugs and drug deals, steal and loiter
4. The university has countless "nooks and crannies" with little to no traffic that are attractive and easily accessible
5. Students and staff deliberately disable locks and alarms for their convenience and that of their friends
6. Not everyone agrees on the level of risk so we disagree on what should be done
7. Trespassers "tailgate" into buildings
8. People have an unrealistic sense of how convenient it should be for them to come and go into secure spaces, especially after hours
9. People don't take adequate care of university property. Leave doors unlocked etc.
10. The university's access control processes are too lax so too many people are authorized to enter after hours

Communications Considerations and Risks

1. Each area has its own specific safety and security issues
2. Different faculties have different norms and cultures, including those having to do with communications
3. The university must not be seen to be "blaming the victim"
4. The university must not overstate the problems

Behaviours

1. People will communicate more with each other about safety and security
2. People will lock up their things and lock doors
3. People will report problems to UAPS in a timely way
4. People will express confidence in the systems provided by the university

Messages

- Safety and security are critical concerns of the university
- The university has the following things to ensure safety:
 - UAPS
 - F&O facility staff checking doors etc.
 - City police
 - Emergency response processes
 - Infrastructure, including locking doors, lighting
 - Security systems
- University of Alberta campuses safe places BUT there have been issues
- We all have a responsibility for keeping our campuses safe and secure
- Take care of your personal property – lock it, keep it with you, take it home etc.
- Take care of university property – lock it, use security systems etc.
- Never defeat a locked door
- Avoid people tailgating
- Call UAPS if you see anything suspicious
- Tell someone where you're going
- Carry a phone
- Travel with a friend after hours

Vehicles – how do we reach our audiences?

- Presentations by senior leaders
- Presentations by UAPS
- Meetings with key influencers, such as deans
- Websites
- Social media
- Posters, stickers, magnets etc.

Students and faculty share dangerous experiences in FAB at town hall

Nathan Fung

April 11, 2018

2 minutes read



Nathan Fung

Students and faculty recalled instances of stalking and harassment they've experienced while working in the Fine Arts Building (FAB) at a town hall on Wednesday.

At the event, organized by the Music Students' Association (MSA), students and faculty shared their stories with representatives from University of Alberta Protective Services (UAPS) and Risk Management Services. Those representatives also explained what steps are being taken to improve the building's security, including the immediate addition of another security guard, and the installation of security cameras by mid-June at the earliest.

Nearly 250 students and faculty went to the event to share their stories. Many of them involved female students being followed by suspicious individuals in the building. In particular, a PhD

student recalled one instance where a man was stalking her while she was counting cash at the box office outside the Bleviss Laboratory Theatre.

"I will never handle another cash box in this building again, ever," the student said. "I had a right to be there, I had a right to feel safe and that experience is continuing to haunt me."

Another story came from music instructor Elizabeth Turnbull, who spoke about a specific instance where an unknown male phoned her office and asked to speak to her by name. The individual then threatened to rape her.

"Needless to say, I was pretty startled by that," she said.

Turnbull said she called UAPS, but they were unable to trace the call. Since the door to her office does not have a window, she said she has asked her students to knock on her door in code so she'd know it wasn't a malicious individual.

"If someone is coming, and it's open hours in this building, they can get into this building, they can come and they can find me because my picture is on the website," she said. "They know what I look like, they know where I am, and they asked me by name in my own office on my office phone."

At the town hall, associate vice-president of risk management Philip Stack addressed the incident from March 29 where a music student walked in on two men weighing cocaine in the washroom and was told when he called UAPS that they couldn't respond to the situation. Stack called the lack of response "unacceptable."

"It was absolutely unacceptable that peace officers were not dispatched to that call, end of story," he said.

Stack also said UAPS will be addressing the failures made by their dispatchers by adding two additional full-time dispatchers working the phones. He explained that since they only had two before, there would be times where the person who responded to a call was a peace officer and not a trained dispatcher who could give the right response.

"Dispatching is a particular skill and qualification, and the fact that we had continual revolving people coming in, to be frank, they didn't have the training they should've had," he said.

As for the staff who responded to the call on March 29, Stack said they've been dealing with that through their human resources processes.

Currently, the Faculty of Arts is paying for its own security guard to be stationed in FAB. Stack said risk management will be hiring another guard for the building, boosting the number of guards to two. MSA vice-president Armand Birk thanked Stack for the additional security guard but said risk management should also pay for the guard currently hired by the faculty, saying that the faculty's money should be reserved for academic programming.

A representative from Operations and Maintenance also said they're looking to install fencing inside certain parts of the building but was unable to provide a timeline.

David Staples: Downtown residents upset about more crime and disorder

DAVID STAPLES, EDMONTON JOURNAL

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There's long been an uneasy relationship between panhandlers and the homeless downtown and those who own condos and work there, but in the past year things have deteriorated, says Ian O'Donnell, executive director of the Downtown Business Association and a downtown resident for 15 years.

More disruption. More graffiti. More vandalism. More aggressive behaviour. More mental health issues. More crime. More fear.

O'Donnell has seen these negative trends reflected in crime statistics, but a few first-hand incidents spurred him to action this week, convening a well-attended public discussion on what to do about downtown disorder on Thursday.

In one instance, O'Donnell described how he was following another downtown resident, a young woman, out of an LRT, when they came upon a group partying on the stairs and blocking the way out.

The young woman turned around at once, but O'Donnell confronted the group. "I went up and said, 'You guys can't just block this.' And they became very aggressive. Of course, I'm not Superman so I actually had to turn around and go back down ... I thought to myself, 'What if you were a visitor and you were going up to your hotel? What if that was my sister walking late at night?' That is not what downtown Edmonton is all about. It really bothered me."

Others at the meeting had similar stories.

Cory Wosnack, managing director of Avison Young realtors, said he'd been showing off some downtown properties to a local businesswoman from the suburbs. She was thinking of moving several hundred people to a downtown office, but after seeing the amount of street people and panhandling, and having one impaired man bump into her on her tour, she told Wosnack any move was off. "She said she would feel

uncomfortable putting her staff into a location where she herself may feel unsafe,” Wosnack said.

The problem, Wosnack said, is the immense amount of downtown construction going on right now. It has created large, empty zones where few office workers go but down-and-out folks congregate.

Once the new buildings are built, there will be more eyes on the street and safety in numbers for downtown residents and workers, so the issues will likely go away, Wosnack says. “I’m comforted to know we’re in a momentary point of disruption.”

Some of the stories were more hopeful, even in regards to the present. Jodie Berry, a downtown resident for a dozen years and also a co-ordinator for REACH, a city organization that helps place homeless folk with community services, says a few years ago her building was hit with a big increase in break-ins, theft and dumpster diving, as well as folks camping out, taking drugs, defecating and urinating and leaving a mess in the back alley.

Condo residents were outraged and constantly called in the police.

One day she saw two people picking through the dumpster, so she decided to talk to them. She asked them if they needed anything. They asked for money for food. She offered to give them a Tim Horton’s gift card, then mentioned how it made people feel unsafe when they were around and making a mess. At that point, the two men told her she didn’t own the alley and cursed her.

Berry kept calm. She told the men things would work out better if they stopped smoking drugs and making such a mess, which scared people. She also told the men they had a right to be there.

“These people are residents of our city ...,” she explains. “They have a much harder existence than you or me. They are doing a lot more to survive than you or me ... They have a right to be here. They deserve dignity and respect.”

Over the next year, the two groups — some of the residents and some of the homeless — worked out a bit of a peace treaty, Berry said. A few residents leave out empty bottles for the men. She and a few others in her condo started to converse more regularly with the homeless men.

There now hasn’t been a break-in in nine months. The mess and drug use in the alley has gone way down.

“The feelings and safety and security for the residents of our building, and the quality of life for (homeless) people who are endangered in that area, has gotten better on both sides,” Berry said. “I think it is possible. We need to think about our own approach and we need to be open to a solution that is not eradication.”