



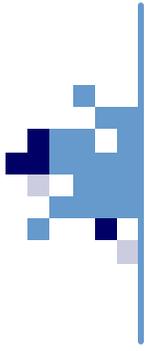
University of Guelph Security Services

2003/2004 Annual Report



Our Mission Statement:

Our mission is to serve and support the academic and campus community and provide a safe campus environment for our students, faculty, staff, and visitors. We accomplish this through working in partnership with the campus community in seeking and developing solutions to build on and enhance all of the services we provide, while respecting the dignity and individuality of each person we interact with.



2003/2004 Annual Report

University of Guelph Security Services

Introduction

The Security Services Department, which includes the University of Guelph Police Service, Fire Prevention Division and Parking Administration, is responsible for law enforcement and protective services, fire prevention programs, and managing the University parking system. The following report is submitted not only to satisfy the reporting requirements of the University's agreement with the Guelph Police Service Board, but also to ensure our campus community is kept informed of our continuing efforts to enhance personal safety.

Developing personal safety and security solutions in partnership with the University community allows each of us to take ownership of challenges in these areas, while ensuring personal security programs are enhanced and physical security improvements are implemented.

The cooperation received from the City of Guelph Police Service, Fire Service and other ancillary services, combined with the University community's support and involvement, as well as the commitment and work of the staff of Security Services, all greatly contribute towards reaching the department's objectives.

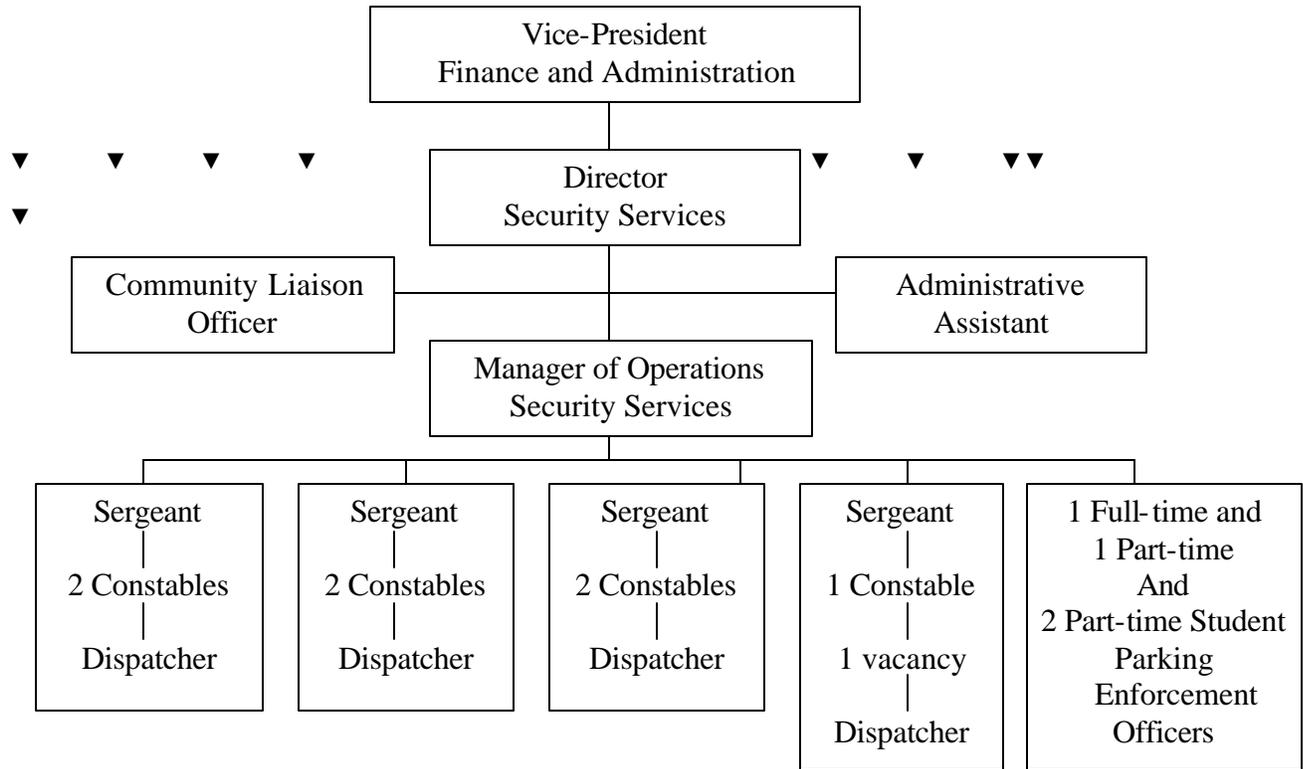
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Additional copies of this report are available at Security Services on Trent Lane. If you have any questions or suggestions on the information presented in this report, please contact the Director at extension 52050 or email rbegin@sec.uoguelph.ca



The University of Guelph Police Service



THE UNIVERSITY OF GUELPH POLICE SERVICE

The University of Guelph Police Service is responsible for law enforcement and protective services on campus, which are based on a proactive community-based policing philosophy.

Law enforcement and protective services are only a small part of the work we do. We also work very closely with all community members and groups in developing a wide range of solutions to ensure our community remains a safe place in which to work, study, teach and live.

Our mandate is to carry out the on-campus enforcement of the Criminal Code and other Federal Statutes; Provincial Statutes; City of Guelph By-laws; and University policies and regulations. The Service is also responsible for a personal security strategy; property loss control; regulations governing student behavior through Student Rights & Responsibilities; parking and traffic control; lost and found property management; a 24-hour emergency dispatch service; and liability claims investigations.

The **principles** of community-based policing are:

- ?? Work closely with our community members to develop crime prevention solutions.
- ?? Provide for the safety and security of all persons within our community.
- ?? Be sensitive to the diverse nature of our University campus.
- ?? Respect and be sensitive to the needs of victims of crime.
- ?? Provide policing services consistent with the spirit of the Charter of Rights and Freedom, and the Ontario Human Rights Code.

The University Police Service

Each member of the University of Guelph Police is appointed as a special constable under the Ontario Police Services Act, Section 53(3), and in accordance with an agreement between the Guelph Police Service Board and the University of Guelph. Our Service operates 24 hours a day, 7 days a week. We serve a student population of about 17,890 students, and over 4,060 full and part-time faculty and staff. In the summer, we also serve a conference attendee population of 25,000. Our on-campus resident population of approximately 5,000 and 339 additional family housing units, is one of the largest in the country and makes our job very much like any small-town community policing service.

Given our personnel strength of 12 officers and the size of the community we serve, we have a service ratio of 1:1,829, where the rough standard in policing is about 1:740 persons in a community. In the City of Guelph, the police officer to population ratio is 1:711. Even with this seemingly large gap between our service ratio and the rough standard, we are able to provide our community with an excellent service. Through the application of our community policing philosophy, we enlist the support of faculty, students, staff and visitors to assist University Police by being the eyes and ears of the community.

Recruitment

Normally all applicants or selected candidates must have completed at least the 2-year Police Foundations Course or the 2-year Law and Security Course of study, both of which are offered by Ontario Community Colleges, or have previous police experience or training.

An interview panel is convened, normally made up of the manager, sergeant, University staff member and a Student Housing representative. The panel recommends a short list of candidates to the Director of Security Services. The Director reviews the short list and then makes a final selection of approximately 3 or 4 of the short list candidates.

The Security Services Department then arranges with Applicant Testing Services, to carry out testing of applicants for Special Constable status to assess the level of the candidates' general aptitude, writing process and physical fitness. The results of testing, one of the final component of their application, are provided to the individual and the University. If candidates achieve the required test results, psychological testing and assessment is then arranged for the candidates.

Once a selection has been made, a thorough background check is made with the candidate's personal references, and records checks with Guelph Police Service are carried out. If these results are successful and an offer of



Dalhia Hallal in the Dispatch Centre.

*Candidates are tested
for their:*

General Aptitude

Writing Process

Physical Fitness

Psychological Testing



S/Cst. Forbes at work.



employment is made and accepted then he/she is sent for a medical examination with our medical doctor, through Environmental Health and Safety, as required under University Policy. Once this is completed, an application for Special Constable status is commenced for approval by the Guelph Police Service Board and the Minister of Public Safety and Security.

Training

In addition to the recruitment basic qualifications that each candidate must have, they will also be sent on a further 4-week course developed by the Ontario College and University Security Administrators, which was designed for campus Police/Security personnel. This course has now been redesigned centering on the topic matrix of the new “April 2003”, Special Constables - A Practitioner’s Handbook, issued by the Ministry of Public Safety and Security. The current course is only conducted by Centennial College with on-line and attendance components. Each new recruit then works under the guidance and direction of the Department’s Training Officer for a designated training period. The officer continues on-the-job training throughout the first year and at some point within the next 3 years is sent for a two-week training course on Advanced University Special Constable Training, which was developed by the University of Waterloo and Waterloo Regional Police Service.

All University Police Special Constables attend Use of Force Training, which is conducted annually by the Guelph Police Service. Members also attend other in-service training when scheduled and conducted by the Guelph Police Service. The University Police hold a membership with the Video Training Alliance Program, which is operated under the direction of Niagara Police Service and provides all members with on-going training videos. Various other applicable courses are sought out and attended by staff.

In-Service Training

Course Description	Number Attended (2003/04)
Automated External Defibrillator Training	11
Use of Force Training	13
University of Guelph Human Rights Policy Training	14
CHERD—University Management Course	1
First Aid and CPR	1
Radiation Safety Awareness 1 Training	9
Police Bicycle Tactical Training	6
Rape Aggression Defense System	1
Advance Special Constable Course	1
Coach Officer Training Course	2
Computer Crime & Security Seminar, Ontario Association Chiefs of Police	2
Education Safety Association of Ontario Basic Training	1
Ontario Police College—Advanced Patrol Training	3
International Police Mountain Bike Association Instructor Course	1

Discipline and Grievance Procedures

Members of the University Police are subject to the University's disciplinary and grievance procedures as outlined in the collective agreement between the University and the University of Guelph Police Association.

In addition, if a complaint involves a failure to provide a police service or the improper conduct of an officer while providing a police service, the procedure of the Guelph Police Service for the investigation of these forms of complaints is followed in each instance. All complaints are investigated as outlined above, and results of the investigation forwarded to the Chief, Guelph Police Service and to the Vice-President, Finance and Administration of the University of Guelph. There were no complaints received this year.

Community Liaison Officer

Special Constable Bryce Kohlmeier started in his role as the Community Liaison Officer (CLO) for the University of Guelph Police in December 2002. The position of the Community Liaison Officer was created to enhance relations between the University Police and the community through education on personal safety and crime prevention.

S/Cst. Kohlmeier continued to focus efforts on promoting personal safety with the University community by assisting those who have personal safety concerns, and developing partnerships and solutions, and promoting crime prevention. This was done by personally meeting with the Student Housing Staff, Residence Managers, Residence Assistants and developing solutions for residence specific concerns. In addition, the CLO assisted off-campus graduate students on a number of occasions, in situations regarding incidents of harassment and personal safety. The CLO continued to develop and deliver educational seminars on personal safety to further encourage awareness and prevention.



*S/Cst. Bryce Kohlmeier
Community Liaison Officer*



Community Liaison Officer (continued)

The focus of the seminars was safety on campus, including date rape awareness. These seminars were presented to students, staff, and faculty from several departments across campus. The CLO worked closely with, and was a resource person for, Safe Walk, Admissions Tour Guides, Interhall Council, Central Student Association, Student Housing Staff and the First Response Team. In this role, the CLO gave personal safety training for the individual groups, and helped to address and develop solutions for their concerns.

The CLO served as a resource person and member of several committees on campus including Orientation, the START Program (introduces first year students to the University), Human Rights, Women's Campus Safety Initiative, Reducing Damage and Vandalism in Residence Committee and the Library Security Task Group.

In response to specific requests, the CLO also provided support to a variety of campus groups and individuals on safety concerns, as well as investigating complaints, offering conflict resolution, consultations and liaising with other support agencies.

Requests for services from the CLO continued to rise in 2003 and it is hoped that through the continued promotion of personal safety awareness, all community members will be encouraged to take an active role in personal safety and assist in improving on past successes.

Affiliations

The University continues to maintain membership in the International Association of Campus Law Enforcement Administrators (I.A.C.L.E.A.) where the Director served for the past three years as Co-Chair of the Mentoring Committee, the Canadian Society for Industrial Security, the Ontario Association of Chiefs of Police where the Director has served as the Chair of the Campus Policing Committee, Crime Prevention Ontario, the Ontario Association of College and University Security Administrators (O.A.C.U.S.A.) and the Director served as the Treasurer for the Ontario University Police Directors and was a member of the Emergency Awareness Committee of the Guelph Chamber of Commerce.

Through our Manager of Operations, our Department serves on the Safe City Committee for Guelph. This is a committee, which was created to make the City of Guelph, including the University, a safer community.

Sergeant Marnie Larkin is a member of the Guelph Traffic Safety Advisory Committee where she serves as a resource to the committee and represents the University in raising concerns about traffic safety in the city.

Initiatives and Programs

Emergency Telephone/Call Box System

We currently have 32 exterior telephone emergency poles across campus in well travelled areas where there is no access to other telephones, 63 emergency stations in high student usage buildings, 82 pay telephones with a “Call Police” button which connects directly to the Police Dispatch, and 5 parking lots with emergency poles and audio and video surveillance.

New emergency phone locations are determined through ongoing community safety audits and consultation with community members and/or as new facilities are added on campus. This is done in conjunction with Physical Resources, our Department, and the users of the facility. In 2003/2004, the Department added 6 new exterior telephone emergency poles and 6 new internal emergency stations across campus.

The emergency call box system generated 77 responses during the reporting period, of which the majority were non-emergency or false. We continually try to reduce the number of false calls by educating groups about the purpose of these devices, the consequences of false alarms, and the waste of human effort in responding when false. We also prosecute individuals who are suspected of issuing false alarms through our campus judicial system, where the offence is taken very seriously.

Rape Aggression Defence (R.A.D.) System

Our Department continues to teach the Rape Aggression Defence System (R.A.D), which is a basic physical defense for women. Security Services has four Certified R.A.D. Instructors: Robin Begin, Manager of Operations; Karen MacDonald, Fire Prevention Officer; Louise Solda, Security Services Administrative Assistant and Elizabeth Bouchard, Special Constable. The instructional objective is to “develop and enhance the options of self defence, so they may become viable considerations to the woman who is attacked.”

This year our instructors taught 7 Basic R.A.D. courses with 40 female staff and student attendees. Three of the seven courses were sponsored by Human Resources and three were sponsored by student groups. The feedback from participants in these courses is overwhelmingly positive and demand is increasing. Consequently, Human Resources will continue to sponsor these training opportunities in the future.

In addition, two of our instructors visited the University of Windsor to assist them with the instruction of their very first Basic R.A.D. course.



The feedback from this course was overwhelmingly positive and Human Resources will continue to host the course in the future.



Policing by mountain bike is an effective tool for law enforcement.



Bicycle Patrol Officer Training

Bicycle Patrol Program

The concept of police officers on bicycles is not a new one and the University of Guelph Security Services recognized the unique community interaction opportunities a University Police Bike Patrol would provide to our University community and commenced our University Police Bike Patrol in 1992. The effectiveness of police officers on bicycles in community-based policing roles has long been established. In addition to filling the traditional role of the University Police, bike patrol officers may find themselves assisting with medical problems, those in need of assistance, directions, or being a visible presence to deter those who may consider infringing upon the rights and privileges of others. Police Bicycle Patrol allow officers to become more involved with the community. Due to the increased mobility that the Police Bicycle Patrol offers, often the officers are able to observe and assist with problems in isolated areas on campus.

The University of Guelph Police Bicycle Patrol Officers are highly trained for the multi-faceted aspects of campus patrolling on bikes. Each officer is put through an exhaustive Police Bike Tactical Training course, taught by our own International Police Mountain Bike Association (IPMBA) qualified training officer, with emphasis on rules of the road, bicycle handling skills, self-defense and suspect apprehension techniques as laid out by IPMBA. Bicycle Patrol officers are equipped with the best equipment for this purpose, from the high quality off-road bicycles they ride, to the highly visible, fully functional uniforms they wear.

Bike Patrol Officers remain an important part of our community-based policing initiative and the University Police are continually seeking unique ways of using our Police Bicycle Patrol Officers.

Crisis Intervention Management

The University of Guelph Security Services has taken proactive measures to prevent violence in the workplace and we present, as part of our continuing efforts to provide a safe and secure working, study, and living environment, a relatively new program called “Street Smart From 9 to 5”.

“Street Smart From 9 to 5” is a training program which has been developed by the Crisis Prevention Institute, a world-wide leader in violence prevention and crisis intervention training. The program is designed to promote respect, service and safety in the workplace. Training employees in the prevention of

violence presents an opportunity to promote ideas such as the importance of treating others with respect, the value of offering superlative customer service, and the role of teamwork in promoting safety and security.

Media headlines indicate that workplace violence is on the increase in North America and one-sixth of all violent crimes occur in the workplace. Although the University of Guelph has not witnessed this trend in its' workplace, Security Services has taken a proactive measure in offering the "Street Smart from 9 to 5" program to staff and students. The focus of our program concentrates on helping attendees recognize and use those often missed opportunities to head off a potential crisis, before a situation escalates.

Officer in Residence Program

The University of Guelph Police continued their practice of policing following the principles of community-based policing. As in the past, the liaison with the University community is the responsibility of the Community Liaison Officer. The CLO is supported through the encouragement primarily and it is given tall all police to reach out to the students in residence and take extra steps to work with their community.

As a further support for this goal, the University initiated the Officer in Residence Program and it has been in place since 2001. The feedback this year from both the officers and the Residence Life Staff indicated that after two years the program was not achieving its' goals as had been hoped. This was because there was insufficient departmental focus of the role of the program. Officers needed more encouragement and specific direction on how to make the Program a success within each residence. Additionally the goals of the Program need to be adequately communicated to the Residence Managers.

Even though the early results of this initiative point to a need for reassessment of the Program, it still has great potential at the University of Guelph. We recognize that with any pilot project, steps need to be taken to improve the program. The Director and Manager of Operations will be working with the officers as well as with the Director of Student Housing to facilitate the necessary changes. The officers will receive training on community development and will work with the Director to plan presentations and education for the students to clarify the goals of the program, its place in our overall Community Policing activities and the need to ensure a clear, concise and consistent message about the program is given to students by everyone involved.



Committees

Staff participate as members or advisors to numerous University committees such as the Central Joint Health and Safety Committee, the Personal Safety Advisory Committee, advisor to the Student Rights and Responsibilities Committee, the Alcohol Interest Group, and other committees as required.

Parking and Traffic Enforcement

During business hours, the Campus Police, in conjunction with the Parking Enforcement Officers are responsible for parking enforcement and the removal of illegally parked vehicles on campus. After hours, the Campus Police are solely responsible.

The Campus Police also attend and investigate all motor vehicle collisions on campus. The Campus Police investigated a total of fifty-one (51) minor vehicle collisions during the past year, which largely took place in parking lots. This is down from 63 collisions last year. One of these minor vehicle collisions resulted in personal injuries. We will be looking at providing an awareness initiative for members of our community in the safe operation of vehicles in our parking lots.

Overview -Criminal Code (Activity Trends)

In reviewing the year-to-year comparison of incidents, it should be borne in mind that the size of the University community has grown and that this growth is planned to continue until enrolment caps out at about 18,000 students. 2003-2004 saw the University enrolment achieve this goal. With this growth, there has been a predictable increase of incidents in some areas. There are also a wide range of “contributing factors”, which could influence the changes seen each year.

During the reporting period, incidents under the general heading of assaults decreased slightly from the previous year from 9 incidents to 6 incidents. A review of the actual reports showed that 5 of the incidents were physical assaults (usually between two males) and usually involving alcohol consumption. In September 2003, a University Police officer heard the sound of breaking glass on Winegard Walk by the MacKinnon Building. When the officer went to investigate the sound, a male student approached the officer and punched him without provocation. Two other University Police officers attended and assisted in the arrest of the male student. As a result of the incident, the student was charged criminally and pled guilty to two counts of Assault Peace Officer. In addition to these incidents, there was 1 sexual assault reported. The incident was investigated and a male student was charged with several judicial offences. The student pled guilty to all charges and accepted responsibility for his actions.

Mischief/property damage occurrences decreased about 17% over last year, from 312 incidents to 259 incidents. The cost of related repairs decreased about 9.5% from \$86,917 to \$78,591. A review of these occurrences revealed that Student Housing had one hundred and seventeen (117) incidents. This reflects a decrease over the previous year of 36%. The breaking of glass or vandalizing University property is where the majority of these incidents occurred. We are working diligently with Student Housing Services to develop strategies to discourage this kind of behaviour.

Overall the number of occurrences of thefts (including shoplifting), auto thefts and break-ins remains steady at 314 this year and the dollar value of stolen property increased from \$296,845 to \$352,277 (an increase of 18.7%). The majority of these losses, about 85% of the incidents, were theft of private property. Approximately 57% or, \$201,786 of the \$352,277 in stolen property, was vehicle or vehicle related parts, while the remaining 28% occurred mainly in the Library, Athletics Centre and the University Centre. We are working closely with the staff in these areas in developing ways to decrease the number of thefts. Through community educational programs, the Community Liaison Officer and all members of the University Police will continue to remind students and employees, not to leave personal property unattended.

Consistent with a trend in the City of Guelph, auto theft occurrences increased by about 111% from 9 to 19 this year. Security Services has increased monitoring of parking lots by more frequent patrolling and seeking new ways of improving parking lot surveillance and will remind students and employees of personal measures that can help deter a car thief.



Overview (continued)

In 2003-2004, there was a decrease of 16 (or 18%) as compared to 2002/2003 in the number of drug complaints investigated.

By contrast, liquor Offences increased substantially over the same period, from 80 to 243 incidents. The University Police continue to maintain a zero tolerance policy for liquor related offences. While the University promotes individual responsibility in the use of alcohol, if concerns arise regarding a student's drinking behaviour, the University Police carry out strict enforcement particularly when conduct causes disruption or results in danger to an individual or others. University Police will refer individuals for counselling or participation in the DrinkWise Program (a remedial education program for students who are experiencing problems because of their drinking behaviour) as circumstances warrant. The University Police also work closely with Student Housing to deal with issues of irresponsible drinking in residence.

The number of intimidation/harassment occurrences decreased from 31 incidents last year to 18. The majority of these occurrences involve anonymous telephone or e-mail messages, incidents where it is often difficult to identify the perpetrator. None the less, the University Police view these incidents very seriously and investigate them vigorously. While criminal charges are always an option, when an individual has been identified as a possible perpetrator, these cases are more typically processed through the University Judicial System where these offences are regarded very seriously.

The number of hate crimes increased from 10 to 16 this year. The majority of these incidents are graffiti of a homophobic nature that occurred mainly in student residences. Because hate-based activities may resonate far beyond the immediate victim, these incidents are pursued fully. They are documented, photographed and the information is passed on to the Guelph Police Service for follow-up and this in turn results in a report to the OPP Hate Crime Unit should the occurrence require their expertise. Our Department works with the Human Rights and Equity Office and the Student Affairs Office to promote equity within the University community and in investigating not only hate crimes, but also cases of harassment and/or stalking behaviour.



2003/2004 Statistical Report Occurrences Investigated or Reported On

Offence Type	2002/2003	2003/2004
Violent Crimes	9	6
Sexual Assault	3	1
Non-Sexual Assault	6	5
Property Crimes	660	590
Auto Thefts	9	19
Break and Enter	20	12
Thefts	285	283
Fraud Investigation	12	4
Mischief/Vandalism/Damage	312	259
Unlawful Removal/Possession of Property	22	13
Other Criminal Code Offences	47	40
Indecent Acts	2	4
Intimidate/Harassment	31	18
Hate Crime	10	16
Threatening	4	2
Drugs/Other Federal Statues	109	94
Drug Complaints Investigated	91	75
Drugs Investigated and Found	18	19
Total Crime	825	730

2003/2004 Statistical Report Occurrences Investigated or Reported On

Offence Type	2002/2003	2003/2004
Other Occurrence Types	119	95
Suicide	0	0
Suicide Attempts	2	0
Sudden Deaths	0	0
Missing Persons	1	2
Disturbances	49	37
Bomb Threats	0	0
Domestic Disturbances	4	4
Fires (see page 31: Fire Division Report for Breakdown)	40	36
Mental Health	4	3
Obscene/Nuisance Calls	14	10
Personal Injury	0	0
Business/Money Soliciting Complaints	5	3



2003/2004 Statistical Report Occurrences Investigated or Reported On

Offences	2002/2003	2003/2004
Provincial Statues	146	320
Liquor/Permit Infractions	0	0
Liquor Offences	80	243
Trespassing/Suspicious Person	66	77
Municipal Bylaw	88	69
Noise Complaints	64	49
Dog/Animal Complaints	24	20
Traffic Statistics	125	96
Driving Complaints	4	5
Impaired Driving	0	1
Motor Vehicle Collisions	63	51
Motor Vehicle Warnings	3	1
No Valid Plate	7	1
Proof of Insurance	16	2
Rules of the Road Infractions	11	22

2003/2004 Statistical Report Occurrences Investigated or Reported On

Offences	2002/2003	2003/2004
Speeding *	7	0
Other Highway Traffic Act	14	13
Total Offences	359	485

Services General

Services	2002/2003	2003/2004
Code 1 Alarm Responses **	240	254
Cash Escorts	1,010	1,009
Compassionate Message	11	16
Liquor Premise Inspections	256	310
Lost and Found	1,339	1,564

* *Speeding*

Speeding violations are down due to the installation of speed bumps on South Ring and East Ring Roads.

** *Code 1 Alarms*

Code 1 Alarms are alarms, which require immediate response by the University Police due to an intrusion entry, robbery, etc.. University Police responded to two hundred and forty (240) emergency alarms, which turned out to be either human error, defective alarms or other non-emergency situations. Efforts are being made to reduce the high number of alarms with ongoing contact with department administrators across campus to identify the causes and to determine ways of future reduction.



Services General (continued)

Services	2002/2003	2003/2004
Medical Assist	205	111
Parking Tickets Issued	7,305	11,220
Vehicles Towed	582	608
Assist Other Police Services	159	203
Assist Staff *	983	947
Assist Others	563	467
Total Services	12,653	16,709

** Assist Staff*

Consistent with community-based policing, the University Police are frequently the first department contacted for assistance by faculty, staff and students. These calls range from opening locked doors to walking staff to their vehicles late at night.

2003/2004 Provincial Court Prosecution Statistics

Offences	Charges	Convictions/ Community Service	Dismissed/ Withdraw/ Stayed	Pending
Criminal Code				
Assault	2	5	0	0
Controlled Substance & Drug Act—Possession	0	2	0	0
False Fire Alarm	0	0	0	0
Mischief	5	5	0	2
Sexual Assault	0	0	0	0
Theft	4	2	0	4
Other Criminal Code	5	9	0	2
Highway Traffic Act/ Compulsory Insurance Act				
Careless Driving	2	2	0	0
Fail to Surrender Driver's Licence/Permit	3	2	0	1
Proof of Insurance/No Insurance	2	2	0	0

2003/2004 Provincial Court Prosecution Statistics

Offences	Charges	Convictions/ Community Service	Dismissed/ Withdraw/ Stayed	Pending
Highway Traffic Act				
Seatbelt Infraction	3	3	0	0
Speeding	0	0	0	0
Other H.T.A.	29	25	0	4
Liquor Licence Act				
Have/Consume in Public Place	88	84	2	2
Intoxication	37	38	0	2
Minor Have/Consume	137	134	2	2
Use False I.D.	6	5	1	0
Other	3	2	0	1
Trespass to Property Act				
By-laws and Tobacco Control Act	17	16	0	1
Engage in Prohibited Activity	6	6	0	0
Enter Premises When Entry Prohibited	2	2	0	1
Fail to Leave Premises	0	0	0	0

The above table also reflects 20 charges, which were carried over from the previous year due to delayed court dates.

It should be noted that of the three hundred and fifty-one (351) charges laid in Provincial Court, one hundred and seven (107) were against individuals who are not members of the University community and two hundred and forty-four (244) were against students and employees. This compares with 185 charges laid last year with 70 charges against individuals outside the University and 115 against students and employees.

Law Enforcement, Breach of Regulation and University Judicial Statistics

The University Police are responsible for the enforcement of criminal and provincial law and, in addition, enforce the University of Guelph Regulations governing Student Rights and Responsibilities through the internal judicial process.

During the past year, a total of fourteen (14) criminal charges were laid under the Criminal Code of Canada. The majority of these charges were for theft/possession and related charges and mischief.

There was a total of one hundred and fourteen (114) charges laid this year under the judicial process, which compares to one hundred and eight (108) instances of proceedings in the previous year. The majority of offences related to harassment and interference, use/possession of illegal drugs and unlawful removal/possession of property. (See below).

2003/2004 University Judicial Statistics

Offences	New Charges	Convictions	Dismissed/ Withdrawn	Pending
Damaging U of G Property	10	10	0	4
Harassment/Intimidation	2	2	0	0
Interference/Disruption	3	1	0	2
Assault	0	1	0	0



2003/2004 University Judicial Statistics

Offences	New Charges	Convictions	Dismissed/Withdrawn	Pending
Tampering with U of G Property	2	2	0	1
Tamper with fire equipment	9	5	1	3
Unlawful removal/possession of property	14	14	0	4
Use/permit use of telephone to convey obscene/objectionable messages	0	0	0	0
Use/Possess Illegal Drugs	47	18	3*	31
Destroy/Damage Private Property	0	0	0	0
Failed to Abide Acceptable Use	0	0	0	0
Use Meal Card Without Authorization	0	0	0	1
Other	27	16	0	14
TOTAL	114	69	4	60

The above table also reflects 19 charges, which were carried over from the previous year due to delayed hearings.

* 2 of the 3 drug related charges were withdrawn due to the government's Marihuana ruling.

Liquor Related Offences (Charges Laid)

Offence	2002/2003	2003/2004
Intoxication	20	37
Liquor Accessible to Driver	0	3
Minor Possession/ Consumption	28	138
Unlawful Possession/ Consumption	44	88
Use False Identification	1	6
Other	0	0
Total Offences	93	272



Theft and Property Loss Statistics for 2003/2004

Owner	Total Theft Occurrences
University Property	57
Private Property	257
Total All Property	314

Owner	Total Value Stolen
University Property	\$52,310
Private Property	\$299,967
Total Value All Property	\$352,277

Owner	Total Value Recovered
University Property	\$10,067
Private Property	\$28,692
Total All Property	\$38,759

Breakdown of Stolen Property Losses

Item	Incident	Value
Automobile/Parts *	25	\$201,786
Bicycles	32	\$11,990
Cash, Wallets, Knapsacks	91	\$16,101
Clothing	2	\$1,000
Computers/Parts	29	\$60,473
Furniture	3	\$4,820
Jewelry	4	\$2,298
Scientific Equipment	1	\$1,009
Stereos, VCR's, TV's	3	\$2,800
Miscellaneous	98	\$33,311
Other Electronics	20	\$16,688
No Loss Incidents	6	\$0
TOTAL	314	\$352,276

* This includes thefts of certain parts of vehicles and not the vehicle itself.



Breakdown of Property Recoveries

Item	Incident	Value
Bicycles	9	\$1,925
Cash/Wallets	23	\$3,273
Clothing	1	\$50
Computers/Parts	1	\$200
Electronics	2	\$923
Stereos, VCR's, TV's	1	\$135
Vehicles/Parts	4	\$23,060
Miscellaneous	11	\$9,394
TOTAL	52	\$38,960

The foregoing represents no change in stolen property incidents over the number of occurrences reported in 2002/2003. In the case of computer thefts, the majority (\$35,487) involved private property. University of Guelph Police continue to consult with University departments on the best methods for securing computers. The value of total losses increased by \$55,432 from the 2002/2003 statistics. In relation to the stolen property incidents, this department laid 24 Judicial theft/possession charges and 4 criminal theft/possession charges during the 2003/2004 period.

Property Damage Statistics

Item	Incident	Value
University Property	186	\$59,645
Private Property	73	\$18,946
TOTAL	259	\$78,591

This department entered 17 prosecutions in relation to these occurrences. The number of incidents decreased by fifty-three (53) and costs of damage decreased by \$8,327 from the 2002/2003 statistics.

General Services

Members of the Department continue to provide a twenty-four hour communication dispatch centre for University Police, Fire Prevention and alarm response. In addition, Security Services' dispatch provide, by virtue of being on-duty, a very significant after hours switchboard coverage. At times, the call volume can be very demanding on the dispatchers. With the new Cisco phone system being installed across campus, the call volume will decrease substantially. This centre provides an information service as well as an Emergency Response Centre. Coverage for University ceremonies was provided for all Convocations. Department members also took an active role in the Personal Safety Advisory Committee and many campus safety audits.

Extra coverage was also provided for student registration periods, football games, College Royal, College Royal Ball, Homecoming, parent Orientation Day, as well as staffing the Security Services display at the Student Orientation.

The Department provided a significant number of services, in addition to those committed to crime prevention and law enforcement. These services included conducting 1,009 cash security escorts, delivering 16 compassionate messages, providing 310 inspections of licensed premises, attending 111 medical assists for sick and injured persons, handling 1,564 lost and found items and responding to numerous requests to gain admission to rooms and offices.

Assistance was provided to outside law enforcement agencies on two hundred and three (203) occasions.

We were not required to use the Automated External Defibrillator during the past year even though it is carried at all times in the emergency vehicles.



Current Establishment and Personnel Roster

A/Director
A/Manager of Operations
Administrative Assistant
Community Liaison Officer

R. Begin
G. Ferris
L. Solda
B. Kohlmeier (*until March 2004*)
G. Ferris (*started March 2004*)

Sergeants

O. Adanijo
G. Ferris (*until March 2004*)
M. Larkin
R. Rice
D. Watson (*Acting - March 2004*)

Special Constables

J. Armstrong
E. Bouchard
S. Forbes
G. Hall
B. Kohlmeier
G. Stahlbaum
D. Watson
I. Weir (*until May 2003*)
D. Wingate

Full-Time Dispatchers

D. Bellmore
R. Gemin
E. Pyke
H. Woodhouse

Part-Time Dispatchers

H. Allen
D. Hallal
A. Roberts
C. Sullivan

Parking Enforcement Officer

T. Yuill

Part-Time Parking Enforcement Officer

R. Kistner

Fire Prevention Services

Foreword

The University of Guelph Fire Prevention staff are responsible for protecting the health and safety of those on campus as well as providing a Fire Prevention Program, which assists in reducing and controlling fire losses for University buildings and their contents.

Fire Prevention Officers (FPOs) respond to fire calls in conjunction with the Guelph Fire Department and the University Police. The staff also respond to all medical emergencies and provide emergency medical care at the scene of accidents, and assist injured or ill persons pending the arrival of the ambulance service. Other services provided include, response to chemical spills, elevator lock-ins, gas leaks, smoke, fume and flood investigations, issuing of Hot Work Permits*, and assisting with confined space entry.

The officers work diligently with faculty, staff and students to make the University a safe environment. They work with students in residence, as well as with Student Housing staff to educate students on fire safety, the effects of false fire alarms or misuse of fire equipment and emergency evacuations. They also work with students during large events like College Royal to ensure good fire prevention practices are carried out.

The officers also meet staff and faculty's fire safety needs in cooperation with Physical Resources and the Environmental Health and Safety Department to educate student on fire safety issues on campus.

Officers also provide training for faculty, staff and students on fire safety and in the use of portable fire extinguishers both in the workplace, residences and for their homes.

*** Hot Work Permits**

Hot Work Permits are required for any temporary operation involving open flames or producing heat and/or sparks. This includes, but is not limited to, brazing, cutting, grinding, soldering and welding. The Fire Officer Officers attend the area to make sure that all combustible/flammable items are cleared out of the work area and to also make sure that the contractors or staff know where the closest exits, fire extinguishers and emergency phones are located.

Overview of Fire Prevention Services

The University of Guelph Fire Prevention Service continues to provide a comprehensive fire prevention program to the University community. Our prime focus is with life safety and property conservation. With support from faculty, staff, and students, the Service's goals are achieved and improved upon. This cooperative effort is greatly appreciated and will be continually promoted in the future. Life safety and fire prevention is our continual objective and will always be for the University community.

The Guelph Fire Department and the University of Guelph Fire Prevention Service have established a collaborative approach to fire safety. This strong partnership has many common goals, which ensures the required emergency response and consultative services are provided on an on-going basis. The liaison between both departments helps to ensure a safer environment for all those on campus.

The University of Guelph Fire Prevention Service has also established strong ties with other emergency response personnel such as "Royal City Ambulance" and the Campus First Response Team. This collaboration benefits the entire community. Due to the potential for critical incidents on campus, this delivery of a team approach is critical in achieving the quality effects of our "Life Safety Program".

Once again, the collaboration between Security Services, faculty, staff, and students has shown statistically that our fire prevention programs are working. Documented results show that overall fire occurrences have fallen by 10% from the previous year. Fire Prevention Services will continue to work with Student Housing Services to raise students' awareness of the need to pay close attention to cooking situations. With our focus and goals in mind, the department will continue to strive for positive results.

We were not required to use the Automated External Defibrillator during the past year though it is carried at all times in the emergency vehicles.

Life safety and property conservation is, and will continue to be, our main focus.

General Services Provided

- ?? Assist with Confined Space Entry
- ?? Assist Contractors
- ?? Assist with Elevator Malfunctioning
- ?? Issue Hot Work Permits
- ?? Chemical Spill Cleanup
- ?? Defective Equipment Inspected and Reported
- ?? Emergency First Aid to Injured Persons
- ?? Fire Alarm Tests
- ?? Fire Drills
- ?? Fire Equipment Demonstrations
- ?? Fire Extinguisher Installation
- ?? Fire Hydrant Maintenance
- ?? Fire Prevention Seminars
- ?? Fire Protection for Welding
- ?? Flame Retarding of Seasonal Decorations
- ?? Gas Leak Investigations
- ?? Smoke and Fume Hood Investigations

Fire Occurrences

During the past year, a total of 36 fires took place on University property. This represents a 10% reduction from the previous year.

Nature/Cause	2002/2003	2003/2004
Acts of Mischief	2	5
Ashtray/Garbage Can Fires	23	18
Chemical Related	2	2
Cooking Related Fires	4	1
Electrical Equipment Related Fires	6	4
Miscellaneous	3	6
Vehicle Fires	0	0
Total	40	36

Serious Fire Incidents

Laboratory Fire

A graduate student accidentally spilled alcohol during an experiment where it was ignited by a bunsen burner. The student quickly closed the valve to the gas supply to the Bunsen burner, left the lab and activated the fire alarm wall station and exited the building. The student was not injured in the incident. Estimated damage to laboratory bench, counter and floor tiles was \$1,500.

This is the second laboratory fire incident on campus where a student was working with alcohol by an open flame. Our department is working closely with Environmental Health and Safety to educate students on safe laboratory practices.



Total False Fire Alarms Received at Dispatch	2002/2003	2003/2004
Accidental	35	39
Defective	54	40
Justified	60	45
Malicious	13	19
Total Fire Alarms	162	143

See page 35 for False Fire Alarm Definitions

The overall number of fire alarms has decreased; down nineteen (19) from last year. This appears to be due to Fire Prevention Services, in cooperation with Student Housing Services, installing Stopper II's in the north area residences and in South Residence. The Stopper II is a shield that fits over the manual pull station. When the shield is lifted a warning horn is activated which draws immediate attention to the area and deters pranksters. It is apparent that the Stopper II project is very successful, and the program may be extended to other residences. Fire Prevention Services continue to work with Student Housing and Interhall Council to raise awareness and education among residence students about the risks and penalties related to activating false fire alarms and tampering with fire safety equipment.



Emergency Response Calls * (Fire Division Only)	2002/2003	2003/2004
Ambulance Calls	17	47
Chemical Spills	16	14
Elevator Malfunctions	38	43
Fire Alarm Responses	80	49
Fire Responses	29	22
Medical Assists	99	81
Suspicious Odours	51	61
Vehicle Gas Leaks	4	10
Total	334	327

* Above are Fire Division responses when on duty; Guelph Fire Department and University Police attend in all cases and the First Response Team when on-duty.

Fire Safety and Fire Extinguisher Seminars Presented by Fire Prevention

Veterinary Teaching Hospital Staff (52)

Residence Managers (7)

Residence Assistants (100)

Human Resources' Sponsored Classes (30)

Johnston Hall Staff (8)

Macdonald Institute and Hotel & Tourism Management Staff (20)

Hospitality Summer Staff (10)

Canadian Research Institute for Food Safety (8)

Creative Encounters (12)

Sage Camp (8)

Science Complex (27)



Fire Safety Plan & Fire Warden Training Presented by Fire Prevention

University Centre Staff (15)

Human Resources' Sponsored Classes (30)

Johnston Hall Staff (8)

J. D. McLaughlin Building Staff (7)

Macdonald Institute and Hotel & Tourism Management
Staff (20)

Science Complex (27)



Training Received by Fire Prevention Officers

SCOTT Field Maintenance Training (AIR PAK)

Self Contained Breath Mask Fit Test

Advanced Level 1 First Aid and CPR

Confined Space Entry

WHMIS

Hoisting and Rigging

Bicycle Safety and Maintenance Course

Algonquin College (OACUSA), Campus Security and Law
Enforcement Certificate Program

Automated External Defibrillator Training



*Confined Space Entry
Training*

Events Participated In by Fire Prevention Officers

Campus Days

New Faculty Orientation

START Program

Convocations

College Royal

False Fire Alarm Definitions

Code	Definitions
808	<p><u>FA - (Defective)</u> The activation of a fire alarm resulting from a defect in the FIRE ALARM SYSTEM. (i.e. defective detector) <u>Does not</u> include other causes i.e. broken water pipes, etc., they would come under the appropriate heading - FFA Accidental.</p>
810	<p><u>FA - (Malicious)</u> The activation of a fire alarm device or the reporting of a fire when no lawful reason exists to create such alarm. (i.e. pulling a wall station, when no lawful reason exists)</p>
809	<p><u>FA - (Justified) (No Fire)</u> The activation of a fire alarm device or the reporting of a fire when the person acted in good faith (i.e. smelled smoke), or when the fire alarm system functioned properly. (i.e. caused by burnt food).</p>
807	<p><u>FA - (Accidental)</u> The activation of a fire alarm caused by an activity or event, with no improper or illegal intent. (i.e. young child pulling alarm, welding, soldering, broken water pipes, etc.)</p>

Fire Definition

924	<p><u>Fire</u> An event involving flame and/or smoke, or evidence of flame or smoke occurring University property.</p>
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Note:

Every effort must be made to identify the cause of the alarm so that appropriate remedial action can be taken. If no cause can be established, the heading “FFA - Defective” will be used with the words “cause unknown”, included in the occurrence report.



Bicycle Initiative

Two years ago, the Fire Prevention Service began a unique project, using a bicycle as an alternative means of transportation for the Fire Prevention Officers. With three Fire Prevention Officers, one vehicle and a large campus, the officers felt the addition of a bicycle would enhance their service.

A red bicycle was purchased, along with bicycle uniforms and the needed bicycle safety equipment. All three Fire Prevention Officers attended a one-day bicycle safety and maintenance course conducted by Special Constable Steve Forbes, University Police.

The bicycle is used as a secondary means of transportation around the University campus in carrying out fire inspections, monthly fire-pump testing, extinguisher checks and in other duties. The bicycle is never used as a first line response vehicle to emergencies. Therefore the University Fire Prevention truck is always available with one officer while a second officer is out on the bicycle.



Fire Prevention Service, Security Services 2003/2004 Personnel Roster

Mario Deschamps, Fire Prevention Officer

Karen MacDonald, Fire Prevention Officer

Howard Roszel, Fire Prevention Officer

Parking Services Security Services

Foreword

The mandate of Parking Services is to manage the parking system for the University of Guelph community and its visitors.

The Department is responsible for all parking spaces; shared enforcement of parking regulations with the Campus Police; the sale of parking permits; vehicle registration, fine and meter collection.

The Department also plays a key role in the formulation of parking policy, procedures and traffic regulations. This includes initiating controls to safeguard the University's legal liabilities and contractual obligations with regular users and outside agencies engaged to support this function. The department is assisted by the Advisory Committee on Parking and Traffic, composed of representatives from student and employee groups on campus.

This report provides an overview of the Department's Operations in 2003/04, its 30th year of operation. The dedication of the Parking Services staff is acknowledged and very much appreciated.



Parking Services 2003/2004 Operations

On May 1, 2003 all parking permit fees increased 5%. The University of Guelph permit fees remain well below fees at other comparable Ontario universities. This was confirmed by a survey conducted by Parking Administration. There are 5,262 parking spaces on campus, which was approximately 100 spaces more than the previous year.

Capital projects and renovations totaled \$357,275 for scheduled road repairs, installation of new surveillance cameras, emergency telephones and lighting systems; resurfacing of parking lots and line painting.

Parking Services 2003/2004 Personnel Roster

Manager Parking Services

Ian Weir

Parking Services Clerks

Mary Burns
Norma Flemming
Barbara Murphy



Student purchasing a parking permit at the Parking Administration Office

Canadian Corps of Commissionaires

Cpl. Sid Brougham
Bernie Neisen
Bill Dorks

Bud Bishop - part time

Parking and Traffic Appeals Board

The Parking and Traffic Appeals Board is responsible to the Vice-president, Finance and Administration.

Purpose:

To provide an appeal process for all notices of parking and internal University traffic violations over which the University has jurisdiction.

Function:

- ?? To make all decisions, based on the University Parking and Traffic Regulations, on appeals of parking and/or internal University traffic offences. All decisions of the Board are final and binding.
- ?? To make recommendations to the Advisory Committee on Parking and Traffic, as necessary, concerning additions, deletions, or revisions to the University Parking and Traffic Regulations for their consideration.

Advisory Committee on Parking and Traffic

The Advisory Committee on Parking and Traffic is responsible to the Vice-president, Finance and Administration.

Purpose

- ?? The review of existing and proposed policies on traffic and parking and recommending any changes that may be necessary.
- ?? The review of proposed changes in parking fees and fines.
- ?? Advising the Vice-president, Finance and Administration on any other matters related to the parking and traffic system and regulations.

<u>Advisory Committee on Parking and Traffic Members</u>	
Linda DaMaren	Professional
Christi Cooper	Professional
Linda Visentin	USW 1420
Bill Teesdale	USW 1420
Tom Gallina	CUPE 1334
Janice Folk-Dawson	CUPE 1334
Heather Renwick	Staff Exempt
Trish Dean	Staff Exempt
David Chiu	Faculty Assoc.
Vacant Position	Faculty Assoc.
Geoff Grinyer	Graduate Student Assoc.
Quentin Sinclair	Central Student. Assoc.
Steve Tytus	Interhall Council
Ole Mardov	CUOE



Parking Fees	2002/2003	2003/2004
Annual Commuting	\$229.32	\$240.79
Semester Commuting	76.44	80.26
Annual Residence	135.12	162.14
Annual Motorcycle	38.76	40.69
Premium Reserved	439.90	461.90
Service Vehicle	388.96	408.41
Auxiliary – Annual	125.04	131.29

Attendant and metered areas: \$2.00/hour – daily maximum \$16.00

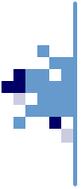
(Note: Permit fees exclude taxes while hourly rates include taxes)

Permits Sold	2002/2003	2003/2004
Annual Commuting	4,347	4,202
Semester Commuting	4,576	5,064
Annual Residence	1,834	929
Annual Motorcycle	58	48
Premium Reserved	211	231
Service Vehicle	100	104
Auxiliary – Annual	111	123
TOTALS	11,237	10,701

Violations Issued

	<u>2001/02</u>	<u>2002/03</u>	<u>2003/04</u>
No Parking Zone	1,534	1,558	1,344
Premium Parking	319	314	287
Wrong Colour Zone	164	140	178
Service Vehicles	100	61	199
Fire Route	145	260	364
Miscellaneous	447	289	358
Meter Violations	2,695	1,325	3,210
Restricted Overnight	780	1,333	1,128
Disabled Parking	9	11	20
No Valid Permit	2,631	1,910	3,873
Illegal Permit	22	21	16
Lost Parking Privileges	56	83	160
Medial Parking	<u>0</u>	<u>0</u>	<u>83</u>
	8,902	7,305	11,220





	<u>2001/02</u>	<u>2002/03</u>	<u>2003/04</u>
<u>VIOLATIONS APPEALED</u>			
Appeals Granted	180	70	135
Appeals Denied	<u>471</u>	<u>479</u>	<u>683</u>
	651	549	818
 <u>TOWAWAYS</u>			
Towaways—loss of privilege	91	134	340
Towaways—posted area	0	0	0
Towaway Misc.	<u>321</u>	<u>448</u>	<u>268</u>
	412	582	608



**Help reduce crime,
together we can do it.**

UNIVERSITY *of* GUELPH

**Security Services
2003-2004 Annual Report**

www.security.uoguelph.ca