

# Chancellor's Council on Safety and Security

2010-  
**2011**

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This document is a summary of the accomplishments, goals and action items of the University of North Carolina Wilmington as documented by the Chancellor's Council on Safety and Security during the 2010-11 academic year.

Annual Report

**Chancellor’s Council on Safety and Security  
2010-2011 Annual Report**

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2010-2011 Annual Report**

*Acknowledgments*

The accomplishments described in this report would not have been possible without the continued efforts of the members of the UNCW Chancellor's Council on Safety and Security:

Sharon Boyd, Co-Chair	<i>Associate Vice Chancellor for Business Affairs – Business Services</i>
Dr. Mike Walker, Co-Chair	<i>Associate Vice Chancellor for Student Affairs and Dean of Students</i>
Jen Adler	<i>Assistant Director for Violence Prevention, CARE</i>
David Donaldson	<i>Chief of Police</i>
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Cindy Lawson	<i>Assistant to the Chancellor for Marketing and Communications</i>
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Dr. Stephen McFarland	<i>Vice Provost</i>
Zach Mitcham	<i>IT Security Officer</i>
Sammy Pisano	<i>Student Representative</i>
Dr. Michelle Scatton-Tessier	<i>Director, Women's Resource Center</i>
Nic Troutman	<i>Assistant Director, Residence Life</i>
John Scherer, <i>ex-officio</i>	<i>Office of the General Counsel</i>

## Chancellor's Council on Safety and Security 2010-2011 Annual Report

### *Executive Summary*

When the Chancellor's Council on Safety and Security (the Council) was convened six years ago, the Council became a focal point for campus safety efforts and initiatives, serving as a cross-functional committee whose combined goal is to make UNCW the safest campus it can be (consistent with the university's mission and objectives).

UNCW continually expands upon and improves its emergency notification tools under the brand "UNCW Alert." Over the last 18 months, UNCW funded and installed three additional sirens to complement the two sirens previously installed in order to better reach all areas of our growing main campus. Other initiatives that signal continued success toward the Council's effort to address the ever-evolving safety needs of the UNCW Community include the following accomplishments made last year:

- Five UNCW staff attended the 5<sup>th</sup> Annual North Carolina Higher Education Safety Symposium (hosted by ECU);
- The Council supported and participated in the NACUA Threat Assessment Seminar- "Distressed and Dangerous Students: Institutional Policies and Procedures;"
- The majority of the Council participated in a virtual conference hosted by Randall Library- "Breaking the Silence Barrier: Bullying, Cyberbullying, Hate Crimes, Invasion of Privacy and Tolerance;"
- Reviewed the Institutional Risk Management Workgroup Report on Campus Health and Safety;
- Convened to discuss the Earthquake/Tsunami in Japan, and received briefings from Academic Affairs regarding status of several UNCW students and faculty present when the incident occurred;
- Reviewed and endorsed a new Psychological First Aid Model (as presented by the Associate Director of the Counseling Center);
- Reviewed the Clery Report (annual crime stats, as presented by the UNCW Chief of Police) and Fire Report (new federal requirement in the HEOA, as presented by the Director of EH&S);
- Consulted with UNCW Librarian on new Randall Library Harassment Resources;
- Completed two bi-annual campus safety walks;
- Participated in the Master Planning exercise, with a specific eye toward campus safety for pedestrians and vehicles;
- Several members convened to discuss and prioritize expansion requests for full time positions impacting campus safety;
- The Student Case Manager (hired fall of 2009 as a funded mandate from the State of North Carolina) presented 28 cases to the Student Behavioral Intervention Team (SBIT), and managed and referred 135 students for myriad helping services (academic, medical or mental health resources and support services);
- Notable campus-wide improvements were made in physical security and environmental design, including landscaping brought to current security standards in a number of areas on campus; continued commitment to campus exterior lighting and emergency call boxes; near completion of campus wide conversion to electronic access (Morton, King, Hanover, Trask, plus new construction); upgrade of doors in select buildings; expanded video camera installation; and, new sprinkler systems and fire alarm upgrades.
- Continued to focus on crosswalk improvements, including consulting on safety related to the new Cross-City Trail;
- Feedback from a variety of surveys intended to measure perceptions of safety and effectiveness of UNCW Police indicate that the overwhelming majority of students and employees perceive police

employees to be responsive, available, competent, professional, friendly, and helpful. Respondents also indicate that they generally feel safe or exceptionally safe on campus grounds as well as in academic and residential buildings. Feedback also lends itself for improvement in areas of consistency among shifts (for example day shift and evening and night shifts), enforcement of bike and pedestrian regulations, general visibility, usefulness of the website, keeping individuals updated on the progress or status of cases, among others.

The enhancement of coordination and collaboration between and among UNCW departments responsible for safety and security is facilitated by the Chancellor's Council, and in so doing keeps UNCW current with the latest safety programs and technology. With the goals described in this report, the Council will continue to review and accelerate programs and initiatives to make UNCW the safest college campus it possibly can be.

## **Chancellor's Council on Safety and Security 2010-2011 Annual Report**

### *Accomplishments, Goals and Action Items*

This section describes the accomplishments and goals and actions items of the Chancellor's Council on Safety and Security achieved during the 2010-11 academic year grouped in the following categories: Student Case Manager; Student Behavioral Intervention Team; Education and Training; Emergency Management and Communications; Physical Security Systems and Environmental Design; Safety Committees; and Law Enforcement. Informed by six years of review and assessment, the following Council Goal & Enduring Commitments keep the Council focused on the needs of the UNCW community.

### **Council Goals & Enduring Commitments**

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1. Champion funding of high priority disaster mitigation goals that will help protect UNCW's mission, research and other resources:
  - a. Storm water master plan
  - b. Hardened facility for UNCW Police/Telecommunications and critical ops
2. Complete a Continuity of Operations Plan (COOP), essential for a public health emergency, natural disaster, or human disaster, which will supplement the All Hazards Emergency Response Plan, assist the information technology recovery plan, and ensure operations continue under adverse conditions.
3. Increase focus on research protection and safety of international and research activities.
4. Respond to the challenges of an open environment, and take steps to reduce the theft of computer equipment and bikes.
5. Increase focus on workplace safety, including but not limited to the safe maintenance and operation of vehicles.
6. Review fire protection and prevention education and training.
7. Continue organized efforts to educate and intervene with self destructive student behaviors.
8. Continue strategies to promote traffic safety and pedestrian/bicyclist safety.
9. Complete recommendations found in the outdoor threat assessment, the Department of Insurance report, the safety walks, and other campus-based assessments.
10. Continue to assess and establish best practices in all hazards planning, including NIMS training and exercise, MOUs with key partners, and education and training in emergency mass notification and communication systems.

## Student Case Manager

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### A. Accomplishments – Student Case Manager

- Under instruction from the Dean of Students, the new Student Case Manager developed systems for reporting and tracking students in need of academic, medical and/or mental health resources. Web resources and an internal database were developed to help systematize the case management process.
- 163 total students were referred, including...
  - ▶ One third referred from University College;
  - ▶ 10% students of color;
  - ▶ 23 anonymous notifications of sexual assaults (up from 11 the previous year), and 15 domestic violence protection orders;

### B. Goals and Action Items

1. Continue to market and advertise Case Manager and its services and resources to the UNCW community, including web resources (<http://www.uncw.edu/stuaff/odos/casemanagement.html>).

## Student Behavioral Intervention Team

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### A. Accomplishments – Student Behavioral Intervention Team

- Coordinated by the Office of the Dean of Students, the Student Behavioral Intervention Team reviewed 28 student cases (down from 41 the previous year) including general mental health (15), self harm (10), eating disorder (2), and domestic violence protection order (1).

### B. Goals and Action Items – Student Behavioral Intervention Team

1. Continue to review new cases and monitor previous cases. The office anticipates a busier than usual year based on housing capacity at more than 100% and freshman enrollment above 1,950.

## Education and Training

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### A. Accomplishments – Education and Training

1. **Safety Symposiums.** Not scheduled during the 2010-11 AY, but planned for fall of 2011. Met several times throughout the spring 2011 semester for planning the fall event.
2. **UNCWAlert.** Led by MaC, UNCW developed the UNCWAlert brand, graphic and Web site. UNCWAlert is the branded name for the suite of emergency communication tools including siren, intercom, hotline, e-mail, text and voice messaging. Steps included organizing UNCWAlert team meetings, developing promotional items, crafting informational messages and education at new student orientation sessions and UNCW's Involvement Carnival (including hosting tables with laptops

set up to register students' cell phones for text messaging on site); also, educating faculty and staff through @UNCW and the Safety Symposium.

3. **Safety and Emergency Web site.** <http://www.uncw.edu/emergencyandsafety/> The refreshed site, which is linked from the UNCW home page, was re-designed to be a consolidated source of information for students, faculty/staff, parents, visitors, peers and other community members. In 2010-11, the number of times the emergency and safety site home was viewed was 10,973, and unique page views (unique page views aggregates page views that are generated by the same user during the same session) were 8,205. Many of these page views are concentrated from November to April.
4. **Information Technology Systems Security Department.** The goal of providing information security awareness to the entire campus was accomplished by:
  - ▶ Conducting the information security workshop “Information Security and You” in collaboration with the UNCW Human Resources Staff Development and Training Division
  - ▶ Providing graduate and undergraduate level lectures
  - ▶ Providing information security information in several university print and/or electronic newsletters
  - ▶ Speaking engagements to SGA, Fraternities, Sororities and other university social groups
5. **Other Programming and Education Campaigns.** Ongoing collaboration between UNCW Police and CARE resulted in safety trainings for all incoming first year students (90 minute Orientation sessions). Several safety messages were reinforced at the Involvement Carnival held during UNCWelcome. All new employees were trained in emergency preparedness, active shooter, and workplace violence prevention as part of new employee orientation. Environmental Health & Safety trained RAs and RCs as well as Campus Life and Campus Recreation building managers in disaster response and emergency procedures.

#### A. Goals and Action Items – Education and Training

1. Facilitate 3rd bi-annual Safety Symposium (scheduled for September 12<sup>th</sup> and 13<sup>th</sup>, 2011). Increase overall participation and participation by faculty.
2. Continue to provide on-going safety awareness education programs and initiatives. Areas targeted for highest priority include: UNCWAlert; sexual assaults; eating disorders; H1N1 flu precautions and response; pedestrian safety; and information security.
3. Continue to build awareness of the safety and emergency Web site which is linked from UNCW's home page.

## Emergency Management and Communications

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#### A. Accomplishments – Emergency Management and Communications

Major accomplishments during the year include:

1. Activation of the Emergency Operations Center (EOC) and implementation of the Hurricane response plan during Hurricane Earl. Fortunately the storm remained off shore and didn't impact UNCW.
2. Revisions and updates completed to the All-Hazards Plans, along with the Hurricane Annex (formerly the Hurricane Operations Plan).

3. Development of a mobile EOC package to be deployed in the event that the primary EOC is unavailable or rendered inaccessible.
4. Completion of two (2) tabletop exercises for the Emergency Planning Group (EPG) and Crisis Decision Team (CDT). One exercise evaluated actions for an infrastructure failure due to power loss from a small plane crash and the other was in response to a hurricane.
5. Completion of three (3) UNCWAlert emergency notification exercises.
6. Participation in the county and state hurricane exercise (hurex).
7. UNCW representation at the UNC Pre-Disaster Mitigation Workshop in Chapel Hill as a subject matter expert based on the FEMA approved Multi-Hazard Mitigation Plan.

## **B. Goals and Action Items – Emergency Management and Communications**

The assistant director of EH&S is responsible for the four phases of emergency management – mitigation, preparedness, response and recovery. Continued progress with new communication tools in 2010-11 is essential to preparedness.

1. **Emergency Notifications.** Priorities for next year include:
  - ▶ Training and testing with the Connect Ed software and other UNCW Alert tools.
  - ▶ Rigorous testing and preventive maintenance of siren system.
  - ▶ Funding for the required programming upgrade of the 400 MHz radio system and emergency call boxes.
  - ▶ Effective use of intercom equipment, and train faculty and other users. Train and equip UNCW Police, who will be responsible for response actions and sending messages to targeted areas.
  - ▶ Assess and make recommendations for emergency notification needs at Center for Marine Science campus.
2. **Continuity Planning.** To ensure that UNCW not only responds effectively to an emergency, but also has effective recovery and continuity plans in place, Emergency Management will lead the effort for all critical functions to have a departmental continuity plan that is integrated with an overall university plan.
3. **Mitigation Actions.** High priority mitigation measures identified in the UNCW's Multi-Hazard Mitigation Plan, such as a hardened facility for UNCW Police and critical functions and a storm water master plan, require review during biennium budget processes.

## **Physical Security Systems and Environmental Design**

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### **A. Accomplishments – Physical Security Systems and Environmental Design**

In 2010-11, housing and residence life completed the mandate ahead of time to have fire suppression sprinkler systems installed in all residence halls by 2012. And a significant number of safety-related maintenance projects were completed to respond to the report issued by Risk Management Associates in 2009. Landscaping projects re-defined the campus appearance and improved line of sight and night visibility. Emergency call boxes, security video cameras, new doors and door readers helped reduce crimes of opportunity; as did parking lot, sidewalk, and bus stop improvements. Roadways received

overdue attention to re-paving and re-striping. The Cross-City Trail project is improving many crosswalks and intersections, but also presents new challenges that must be addressed in accordance with types of use.

1. **Fire Alarm and Sprinkler Systems:** The following projects were completed in summer 2010: Bear Hall fire alarm system, Belk Hall new fire sprinkler system, and Graham/Hewlett new fire sprinkler system. In summer 2011, Schwartz and the University Suites received fire alarm and sprinkler systems that concluded the work to have all residence halls sprinklered by 2012, as mandated by the NC legislature.
  
2. **Outdoor Vulnerability and Threat Assessment – Progress toward Recommendations:** The UNCW Police department contracted in 2009 for an assessment that identified controllable risks and vulnerabilities related to the physical safety and security of persons and property. In the second year of implementation, accomplishments included:
  - ▶ **Landscaping Updated or Removed.** Select areas included: 1) around Brooks baseball field; 2) around Galloway Residence Hall’s parking lot; 3) around Randall Library, Kenan Auditorium, and Warwick Center, and 4) at the specific request of housekeepers, improvements were made around Leutze Hall dumpsters.
  - ▶ **Improved Lighting.** Improvements focused on: 1) the vicinity of DeLoach and Bear Halls, including the bus stop; 2) on Randall Drive from Friday Hall to Reynolds Drive; and 3) at the bus stop, parking and service areas between DePaolo and Alderman Halls.
  
3. **Traffic Safety and Pedestrian/Bicyclist Safety** accomplishments included:
  - ▶ Installation of more bike racks.
  - ▶ Re-striping of bike lanes with road improvement projects.
  - ▶ At intersections and circles: additional Street print crosswalks funded by the University. Additional Streetprint crosswalks, as well as flashing signals, were designed and funded by the Cross-City Trail project and will be implemented 2011-12.
  - ▶ A safety video on You Tube and at [www.uncw.edu/safety](http://www.uncw.edu/safety), teaches bicycle safety.
  - ▶ SGA-funded signage at key intersections encourages cyclists to dismount at crossings.
  
4. **Access System and Integrated Security Video Cameras:** Reader projects in 2010-11 included King Hall, Morton Hall, McNeill Hall, and the Oyster Hatchery. One of the most significant improvements was the retrofit of doors and card readers to secure Hanover Hall, Trask Coliseum, and the connector. The Morton Hall and King Hall projects were also retrofit projects that included all exterior doors.

<u><b>Access Readers Installed 10-11</b></u>	<u><b>Total Installed</b></u>
<b>94</b>	<b>404</b>

**Security video cameras** are installed for deterrent and investigative purposes. The number of buildings by type (# of cameras) installed 2010-11 include: four residential facilities (90), two administrative areas (9), and one academic area (1).

<u><b>Video Cameras Installed 10-11</b></u>	<u><b>Total Installed</b></u>
<b>100</b>	<b>703</b>

In addition, a variety of sophisticated features of the security system are becoming functional. More common features are: door monitoring (now implemented on 37 doors); readers set to require a card swipe and 6-digit code after hours; command keypad for managers to lock/unlock all exterior doors; and first card unlock—the door does not actually unlock until a person with the first card unlock access presents their card.

## **B. Goals and Action Items – Physical Security Systems and Environmental Design**

### **Goals which are nearly complete:**

1. Replace doors as needed in Hanover Hall and Trask Coliseum.
2. Develop a plan for all crosswalks to be on the new standard by 2012.
3. Implement outdoor threat assessment recommendations (RMA report, summer 2009).

### **Goals which are ongoing:**

4. EH&S to work with the Office of Facilities and auxiliary units to plan for a reduction in the number of outstanding Department of Insurance recommendations.
5. Complete a plan for new way finding and signage with a target goal of having strategic areas implemented by June 2010. (Special Note: Funding cuts prevented the timely completion of this goal.)
6. Address the transportation planning consultant's long term recommendations for Reynolds, Cahill and Walton Drives.

### **New Goals:**

7. Ensure all of the 2.9 miles of Cross-City Trail through campus is reviewed for compliance with the University Standard for lighting. Educate the campus community on safe practices using the Trail.
8. Continue to conduct safety walks, including main campus and the Center for Marine Science.

## **Safety Committees**

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### **A. Accomplishments – Safety Committees**

There are numerous committees that are either required by regulations or state policy that work in the traditional areas of workplace safety. Attached is a matrix of the committees, their mission, membership and regulatory requirements. Below is a summary of the major accomplishments of each committee.

1. The Workplace Safety Committee met and discussed increased enforcement and training initiative being a priority on campus, as well as their involvement in this process. They also want an increased number of front line employees on the committee. The new OSHA/ADA Specialist will now lead the Workplace Safety Committee in 2011-12.
2. The Diving and Water Safety Committee worked on issues of lifeguarding of pools during academic programs and benchmarked this with other institutions.
3. The Radiation Safety Committee met numerous times and successfully won approval for a variance to use a hand held instrument for forensic anthropology, and has also filed for and received a Radioactive Materials License Renewal that occurs every five years without interruption of research activities.
4. The Laboratory Safety Committee officially released a complete revision of the Chemical Hygiene Plan for UNCW Laboratories. Considerable progress was made with regard to the input of a complete chemical inventory and MSDS software.
5. The director – environmental health and safety and the diving and water safety officer are following up on a detailed technical assistance review by NOAA/OSHA of diving operations at Key Largo.

## **B. Goals and Action Items – Safety Committees**

1. Based on the findings of the Key Largo investigation, ensure implementation of recommendation to ensure the safety of future research diving operations.
2. Provide management with accident and loss metrics that will provide an accurate assessment of actual accidents and other loss costs.
3. Provide for a greater involvement of the workplace safety committee in the planning of priorities for written program administration, inspections and training.
4. Make the MSDS database available to employees and supervisors so that it can be a reference source.

## **Law Enforcement**

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### **A. Accomplishments – Law Enforcement**

1. Police responded to 44,455 calls, including internally generated activities.
2. Average response times were less than two minutes for routine calls and less than one minute for emergencies.
3. Crime trends remained consistent with previous years. The five-year period ending with calendar year 2010 showed a 22.45% reduction in property crimes and an 11.56% reduction in crimes against persons.
4. Four violent crimes and 257 property crimes were reported. Clearance rates were 100% and 23.50% respectively, higher than average national clearance rates for these types of crimes.
5. 160 women attended RAD classes. 254 crime prevention programs were delivered; 232 safe actions were initiated. Each category was higher than previous FY.
6. 166 bicycles were stolen, 35% were recovered. Police registered 1,026 bikes. 192 bikes were picked up by officers to prevent theft.
7. To better meet patterns of people's movements twelve additional emergency call boxes were installed or relocated. The campus currently has 127 call boxes plus 26 emergency phones in the deck.
8. Marked progress in prioritizing policies and strategies for compliance with accreditation standards was made; fourteen policies/forms were updated, many proofs were documented.
9. Select collaborations
  - ▶ New Hanover County 911 - contracting for dispatching services
  - ▶ Office of Housing and Residence Life - EZ Lobby, computerized visitation Log
  - ▶ Offices of Housing and Residence Life and Dean of Students, as well as University administrators - improving police programming activities
  - ▶ Crossroads – response to sexual assault
  - ▶ CMS, Business Applications – propped doors
10. Employee retention rate was 88.9%, compared to 90.9% last year
11. An average of more than 80 hours of training, on a variety of topics, was provided to each employee of the department. Several interim appointments were made to provide for business needs and career development opportunities.

12. After careful consideration the following values, which are essential to achieving the police department's mission, were adopted.
  - ▶ Excellence in Problem Solving
  - ▶ Excellence in Community Policing
  - ▶ Active support for University programs
13. Feedback from a variety of surveys intended to measure perceptions of safety and effectiveness of staff indicate that the overwhelming majority of students and employees perceive police employees to be responsive, available, competent, professional, friendly, and helpful. Respondents also indicate that they generally feel safe or exceptionally safe on campus grounds as well as in academic and residential buildings. Feedback also lends itself for improvement in areas of consistency among shifts (for example day shift and evening and night shifts), enforcement of bike and pedestrian regulations, general visibility, usefulness of the website, keeping individuals updated on the progress or status of cases, among others.

## **B. Goals and Action Items – Law Enforcement**

1. Improve responses to incidents presenting an immediate or reasonably likely threat to the health or safety of individuals on campus.
2. Reduce by 5% the number of cases referred to investigators.
3. Establish greater consistency in enforcement and programming activities among squads.
4. Crime and clearance rates:
  - ▶ Maintain 100% clearance rate for violent crimes
  - ▶ Reduce property crimes by 20%, increase clearance rate by 10%
  - ▶ Reduce bike thefts by 25%, increase clearance rate by 30%
5. Increase the following areas by 10%
  - ▶ RAD participants
  - ▶ Crime prevention programming
  - ▶ Safe actions
  - ▶ Bike registrations
  - ▶ Bikes picked up to prevent theft
6. Facilitate an average of 120 hours of training per sworn employee, 80 for non-sworn employees of the police department.
7. Implement an average of three CALEA-compliant policies per month.

*End of Report.*