



UNIVERSITY OF TORONTO 1827 - 2002

175 YEARS OF GREAT MINDS

UNIVERSITY OF TORONTO POLICE

St. George Campus

ANNUAL REPORT

2002

THE YEAR IN REVIEW

The University of Toronto is celebrating its 175th year in 2002 and the University Police Service has a recorded history dating back to 1904. 2002 was a very active year for the St. George Police Service. In addition to managing World Youth Day and coping with protests, demonstrations, VIP visits and increased calls for service from the community, a large number of proactive initiatives were undertaken. The Police Service has undergone significant changes in dispatch, record management and resource management systems. In designing the new facilities for the Police (occupied in February 2002), uninterrupted power supply has been included for computer and radio communications systems, thus ensuring continued operation during power failures. University Police can now provide an operations centre for managing emergency response for extended critical incidents.

EVENTS OF NOTE

The University of Toronto Police Service has been involved in many important events on campus throughout 2002. Of particular note were The Mayor's City Summit, the Police Leadership Forum Conference, Spring and Fall Convocation, Israel /Diaspora Conference, UofT Discovery Day, Armed Forces Recruiting and Filming throughout the year.

Protests

University Police managed 22 protests on Campus during 2002 without injury or arrests. The events that consumed the most time were the Free Tibet Protests, Canadian Federation of Students Days of Action Protests and protests and demonstrations at Governing Council and other university management board meetings.

VIP Security

The University continues to be a destination of choice for many internationally protected persons and prominent people. Most notable this year were His Royal Highness Prince Phillip, the Duke of Edinburgh during the Queen's Jubilee Visit and The Honorable Paul Martin, Alumnus and Member of Parliament.

World Youth Week 2002

In July 2002 St. Michael's College was host to several thousand visitors and delegates attending World Youth Day Festivities. The University of Toronto Police Service provided St. Michael's College with services that included: general patrol, crowd management duties and acted as a liaison between Federal, Provincial and Municipal policing services. The Toronto Police command post for this section of the Way of Cross was hosted in the Medical Sciences Building, providing a convenient location to serve the hundreds of thousands of visitors who passed through the campus.

STAFFING

The Service continues to face significant challenges in the recruitment and retention of qualified staff. Municipal and other police forces are hiring significant numbers of new

officers. Members of University Police with their background in community policing, experience and training are favored candidates. The University must now compete in the same qualification pool for qualified personnel to provide the level of service expected by its students, faculty and staff.

The service provided has been reviewed and positions were developed for "civilian" personnel – those who do not require designation as a special constable, based on a successful pilot project with Communications Operators. Proposals have been made to create other positions that would free trained and skilled special constables from duties that can be performed by other skilled workers.

A Community Response Unit has been created and is staffed by personnel, whose full time task will be specialized services, including investigations. Strategies are under development with Human Resources to try to minimize the impact of turnover at the St. George Campus but it remains at approximately 25% per year.

Recruiting

Recruiting has become a constant activity at St. George Campus. In cooperation with Scarborough University Police, consistent practices have been developed resulting in joint recruiting and training programs. Based on the process required to have constables appointed by the Toronto Police Services Board, a lead-time of more than four months is required between interview and appointment. This creates a six-month hiring process, starting with recruiting, testing and interviews.

Most prospective candidates for employment must have graduated from a recognized Community College Police Foundations program or a two-year Law and Security Diploma program or a recognized provincial police college. A combination of education and experience is accepted provided they successfully complete the University's intake and training programs. The community college programs provide a solid foundation for campus policing, balancing social sciences, social awareness and police-related law with an intense focus on community policing. Most candidates have additional credentials to augment the minimum requirements.

Recruit Training

Recruits receive a core-training program when hired. During 2002, in-house staff delivered it. Working with all of the Colleges and Universities in the Province who are members of OACUSA (Ontario Association of College and University Security Administrators), a provincial standard for both security and special constable services has been developed. The first program will be delivered in February 2003. Scarborough and St. George Campus will provide candidates for training, as will other universities in Canada. A review will be conducted of the program to determine its effectiveness and continuance.

Once the intake-training program is complete, working under the guidance of an experienced constable or corporal for the first six months, recruits are assigned to increasingly more difficult tasks. The Coach Officer is responsible for ensuring that the recruit receives wide exposure to university policing situations, policies and procedures, and learns the physical campus.

STAFF DEVELOPMENT

The University is committed to recruiting constables who have demonstrated high standards of achievement in their academic and previous work histories. It is also committed to providing an ongoing program that ensures knowledge and skills are pertinent, relevant and current in the University environment.

How Our Training Needs Are Determined

Our training mandate is designed to meet the needs of the University in combination with directives from the Toronto Police Services Board, law, court decisions, Federal, and Provincial standards that follow current law enforcement trends. Our contract with the Toronto Police Services Board requires that training be maintained at a standard acceptable to the Board. The training program is developed through consultation with the community, other institutions and case debriefing of situations. The Service welcomes constructive comment from its clients. Recommendations from all levels of police personnel contribute to the process of designing the courses to meet the specific needs of the University police and the community. The training curriculum is designed to ensure a balanced mix of mandatory skills training, sensitivity to the University environment and practical field experience. The use of classroom lectures, seminars and participative in-group discussions approximate campus-policing situations. Campus resources are used whenever possible, but due to the unique style of policing that is required on campus; outside resources are occasionally used.

Core-Training Program

Because law and procedures change with great frequency, members need to be kept current. Resources are drawn from the law, court decisions (which become law once accepted at the appeal levels), Federal and Provincial standards and current law enforcement trends. Every member attends refresher courses that provide up to date information. The program meets the standards set by the Toronto Police Services Board.

Specialized Courses

The Manager of Police Services receives numerous requests from members to attend courses in addition to the mandatory ones that are attended yearly [Core]. The criteria used to select who attends is transparent in nature, but there are some guidelines in place that assist in the decision making process. Firstly, the member must have demonstrated an interest and above average skills in the course topic, which must be either a job related or a community need. The information obtained from the course requested must be applicable to an existing community-policing program, or will assist in the development of a new one.

As part of the Police Service, the Community Safety Coordinator is a valuable resource to the campus community. The issues dealt with in this office include self-defence courses, criminal harassment, critical incident response and on-going support, information and referrals. We are able to provide a holistic approach to situations requiring more than a law enforcement approach.

Instructor Development

In some instances, it is cost effective to train our personnel to be the instructors in specific job-related skills. The scope of these courses provide selected members with the skills needed to train adults in such areas as Officer Safety, First Aid/CPR, Rape Aggression Defence [RAD] and Police Mountain Bike Operation. During the past year,

qualification was obtained as outlined below. All qualifications are renewed as required by the specific disciplines.

Core Training Programs 2002	
Course/Topic	Duration/Hours
Arrest and Release Authorities	12
Booking Procedures at 52 Division	2
Centre of Forensic Sciences	4
Community Policing	6
Controlled Substances Act	2
Counterfeit Money Recognition	2
Dealing with Death	3
ENTERPOL Training	16
Environmental Protection	4
Fire Prevention	1
First Officer / Crime Scene Management	4
First Nations Awareness	2
Insurance and Risk Management Issues	1
Interviewing Techniques	2
Interim Room Procedures	1
LGBT Police Issues	2
LGBTQ Community Issues	2
Media Relations	2
Non Violent Crisis Intervention	6
Note Book and Statement Taking	8
Police Service Excellence	8
Prevention and Management of Aggressive Behaviour	6
Provincial Offences Act	6
Sexual Assault / Criminal Harassment/ Threat Assessment	4
Student Crisis Response/Community Safety Coordinator	3
Trespass To Property Act / Liquor Licence Act/ Mental Health Act	4
Use of Force/Criminal Code (annual re-qualification is mandatory)	6
Use of Force Options (annual re-qualification is mandatory)	6
Work Place Harassment Prevention	2

Instructor Development Programs	
Rape Aggression Defence Instructor	16

Future Development

Courses are being developed to deal with Mental Health Issues and Alternatives, Policing a Diverse University Community, University Policy on Sexual Harassment and Human Rights and the Student Code of Conduct. Additional training is being developed on Risk Management, the Fire Code, Occupational Health and Safety Investigation including workplace accidents and dispute resolution through mediation.

Police Leadership Forum

On November 8 - 10, 2002, the University of Toronto Police hosted the 7th annual Police Leadership Forum Conference. This year's conference attracted approximately 120 delegates from throughout Canada, the U.S. and for the first time-attracted delegates from as far as Switzerland. The University of Toronto and its Police Service was at the forefront of this year's conference organizing, and facilitating the entire conference as well as providing general security for the event, to hospitality and providing the guest speakers.

The Forum supports and fosters leadership within policing in Canada. President Robert Birgeneau opened the conference. Toronto Police Chief Julian Fantino addressed delegates. Key speakers included Dr. Graham Dickson, Executive Director of the Leadership & Learning Collaboratory at Royal Roads University in British Columbia, Dr. Alfred M. Coke, and the Honourable Bob Rae, former premier of Ontario. In addition, Rotman School of Business Professor Joseph D'Cruz, Mr. David Barnes, V.P. of Public Affairs at AmEx Canada and Mr. Ken Gisborne, President of KDG Security respectively discussed the role of policing in supporting national economic development, leadership through involvement in a corporate setting and the necessary partnership roles of private and public police in Canada.

COMMUNITY POLICING

Community-Based Policing is a proactive approach to crime prevention and safety awareness that places much of the emphasis and initiative for safety in the hands of the community. University Police are committed to meeting the needs of the community and acting as partners in establishing and maintaining a safe and secure environment. The Community Safety Coordinator's position, in particular, is responsible for coordinating ongoing education and outreach initiatives directed at improving personal safety and security on campus, and for the coordination of the university's personal safety program.

Crime Prevention Programs

- Operation Provident Program is designed for business to serve as a deterrent to theft of property by providing a means of identifying property and returning recovered stolen property to the owner;
- Operation Property Identification is a program designed to discourage theft of valuables from an office or residence;
- Bicycle Registration Program is offered to the University Community in deterring bicycle theft by allowing the University Police to verify the ownership of a bicycle. The bicycle registration program works in conjunction with the Toronto Police bicycle registration program;

- Date Rape Drug information and education training for women;
- Graffiti Alert Program was introduced to identify and reduce graffiti on campus;
- False Alarm Reduction Program is designed to reduce the false intrusion alarms through co-operation and education.

Community Services

- Safety Awareness Week is a community project initiated by the University of Toronto Police Service. The focus of the event is to promote safety, security and services to the community. The project was initiated in 2000 and has grown yearly. It is a full week of events incorporated with maximum community involvement. The Service has liased with and built partnerships with many University Faculties. The week ends with a pancake breakfast on the steps of Sidney Smith Hall and a bicycle safety check on St. George Street.
- Distribute promotional materials to community members at various campus buildings, residences, and campus events
- The University Police Ride Along Program gives community members the opportunity to patrol with a University Police Officer. It affords interested members of the community the opportunity to learn about the University Police, its personnel, policies and procedures. Participants are encouraged to become involved in various programs.
- Bicycle spot checks are conducted in peak bicycle riding season. Many commuters use bicycles to attend school or work and are not aware that a bicycle is considered a vehicle under the Highway Traffic Act.
- On-line safety and security material available to the community include: Safety Audit Guideline, How to use 978-2222 Emergency Service, Safer Campus Survey, Violence Management Guide, Guide to Crisis, Response and Management, How to stop criminal harassment, Dating Abuse Prevention, Cyberstalking, A Guide to Suicide Prevention, etc.
- On line, incident-reporting system is offered as a convenience to community members to report minor crimes over the Internet.
- The Working Alone Service is provided by the University Police and is available to all members of the community who work on the campus during the quiet hours of the evening, weekends and statutory holidays.
- Community Resources Unit is committed to empowering community members by assisting them with the development of crime prevention services. A strong commitment to community safety and security through education is the driving force behind Community Resource Unit.
- "Help the Homeless Project" was formed to address safety issues and the needs of homeless individuals on or near the campus. The Project was formed to provide increased safety and services to homeless individuals.
- Five officers are CPTED (Crime Prevention through Environmental Design) certified to conduct vulnerability and threat assessments for the University. Using architectural drawings, on-site visits and consultation with architects, engineers and the end users, practitioners provide advice to avoid creation of

areas “friendly” to crime. The assessments evaluate not only existing university structures, but also new construction and renovations. This process addresses security needs quickly and effectively. CPTED audits were conducted on various residences and buildings at the request of users and managers.

- The Safety Audit Program is designed to assist people who want to feel safer in their space and who are prepared to do something towards achieving that goal. Safety Audits are about improving the physical environment in ways that will reduce the opportunities for crime through community development. During 2002, Community Safety combined with CPTED audits were completed for 30 and 35 Charles Street.

COMMUNITY INVOLVEMENT

Members of the Police Service recognize the importance of participating in the community through the initiation and support of a variety of special events and fund raising campaigns.

- Volunteering officers represented the University Police at the PRIDE parade, Cops for Cancer, Special Olympics and Police Week at Nathan Phillips Square, Golf Tournament for the United Way;
- Participating in students’ orientation week events;
- Participated in safety and security awareness for students living off campus. University Police met with the guardians and students living at the Primrose Hotel and The Residence (also known as Luker House) to discuss safety and security concerns.
- Membership on the 52 Division Community Police Liaison Committee

COMMUNITY PARTNERSHIPS

Status of Women Office

The University of Toronto Police, in partnership with the Status of Women Office - ‘Take Our Daughters to Work Day’, hosted two personal safety presentations for all participants.

First Nations House

The University of Toronto Police Service has formed a partnership with First Nation House. Regular meetings take place, to discuss and address safety and security issues. The University Police have been exposed to Aboriginal Culture through attending the Aboriginal training sessions.

Lesbians, Gays, Bisexual and Transgender of U of T (LGBT-OUT)

University Police are dedicated to supporting the priority needs of the gay, lesbian, bisexual, and transgender community and to promoting the expansion of programs and services to meet those needs.

Alcohol Awareness Day

The University of Toronto Police works in partnership with the Student Administrative Council and Health Services to host Alcohol Awareness Day on campus. The objective

of this event is to promote public awareness of issues relating to the use of beverage alcohol.

University of Toronto Housing Services

In partnership with Housing Services, a web page was created to assist students in identifying safety and security issues when seeking housing off campus.

UTS School

The University of Toronto Police, in partnership with the UTS School hosted personal safety presentations for UTS students. These sessions focus on the issues of safety, street proofing and peer pressure as they relate to teens and preteens.

University of Toronto's radio station, CIUT Radio FM 89.5

In partnership with the University of Toronto's radio station, CIUT Radio FM 89.5. The University of Toronto Police has recorded several public service announcements. These announcements are presented in scenario-based format, and have been created to remind community members of the importance of personal safety, both on and off campus.

Various campus buildings

Building Watch Program is a partnership program, organized by the University Police and coordinated by building occupants. The program's objectives are to create an awareness of criminal activities in the building, and to encourage all building occupants to become more responsible for the overall safety and security of their building. The service hosted two fraud seminars for cashiers and managers of campus businesses. Businesses include faculties, franchisees and directly operated university and student organizations.

Externally Provided Campus Services

The Business Watch Program is a partnership program offered to help reduce crime and increase personal safety awareness for businesses and their employees.

The Peace and Conflict Society at U of T

As part of the ongoing partnership between the University Police and the Peace and Conflict Society at U of T, officers participate in the Peace Festival. The Peace Festival is an annual event sponsored by The Rotary Club of Toronto, The Toronto District School Board and the Peace and Conflict Society. The Peace Festival is the finale of Peace by PEACE (Playful Explorations in Active Conflict-Resolution Education) which is designed to educate, motivate, challenge and encourage students to address complex issues of conflict on a personal and community level.

KEEPING THE COMMUNITY INFORMED

- Distribute a Daily Summary of Occurrences on campus to 550 e-mail addresses. The daily summary is also available on the University Police website.
- Development and delivery of personal safety seminars, self-defence and protective skills courses for members of the campus community.
- Issued Community Advisory alerts to the community.

- Participated in the Student Leaders Orientation Training. Provided information to attendees on their responsibilities to hold safe orientation events and inoffensive "scavenger hunts".
- Emergency Procedures Guide has been designed to provide a basic manual for the University community to prepare for campus emergencies through planned responses.

PERSONAL SAFETY EDUCATION

Personal safety and crime prevention education has the potential to improve the safety of community members, thereby enhancing the quality of their campus life. To improve safety through education and awareness of crime, the University of Toronto Police provided a variety of programs to the University community. These programs targeted significant topics ranging from personal safety/crime prevention strategies to teaching women how to defend themselves. Programs include:

- Coordinating, scheduling and promotion of self-defence/protective skills course for community members.
- Facilitating Non-violent Crisis Intervention Courses for staff members
- University of Toronto Police web site features information on police programs, services, campus safety and security features and Campus resources
- RAD (Rape Aggression Defence) training for women is provided through the Athletics program and is designed to reduce victimization of women.

Rape Aggression Defense (RAD)

The RAD system of personal safety education involves a practical blend of threat avoidance strategies and real-world assault resistance tactics for women. The focus of the instruction is on the development of easily mastered personal safety skills, which are practiced within a comfortable learning environment. The coupling of these skills with a threat assessment process increases personal safety awareness. The simulation training involves an instructor outfitted in a protective suit as well as the student wearing protective equipment. The student's progress through various simulations of a real attack utilizing the various physical defense movements taught. Ultimately the simulation-training segment of this course is a very empowering experience for women since many have never had to use force to defend themselves.

In 2002, the RAD team-taught three courses to the community. An evaluation of the course is given to each participant at the end of the course and the response from the participants has always been very positive. The RAD program is offered together with other self-defense programs through the Community Safety Coordinator. RAD is a twelve-hour course, which has been taught over a period of two days. RAD is open to community and non-community members.

WALKSAFER STUDENT PATROL SERVICE

The University of Toronto WALKsafer Service is designed to provide a safe and reliable on-campus escort to students, staff, faculty and visitors after dark. The primary goal of the WALKsafer Service is to enable people to travel from one campus location to another, with a sense of security and without fear of harassment, intimidation, verbal

abuse, or assault. WALKsafer teams patrol campus buildings, check campus emergency phones, report suspicious behaviour to the University police, and check exterior lighting on a regular basis.

The WALKsafer Service employs approximately 40 University of Toronto students as patrollers. A hiring committee screens patrollers before being employed. Patrollers work in pairs (at least one of whom is a female) and may be identified by University of Toronto photo cards and distinctive jackets worn while on duty. They are in radio contact with the University of Toronto Police. The WALKsafer Service operates from September to May, five days a week, from 7:00 p.m. to 12:00 a.m. but service is adjusted to meet demand. At other times, University Police will provide escorts as time and availability permit.

WALKsafer Service	
Walks/Escorts	927
Emergency Phone Checks	2208
Building Checks	644
Assist campus community	474

BIKE PATROL

The University of Toronto Police bike unit was initiated in the summer of 1992. At that time, eight officers were trained and issued bike patrol equipment. Today, all but five members have been trained and equipped. The bike unit has proven to be an efficient form of patrol on the St. George campus. Its advantages are accessibility to off-street paths and trails, quicker response time (in cases of heavy vehicular traffic or foot patrol), and cost advantage (fuel and maintenance). There are two Police Bike Instructors at St. George campus. Both instructors have received International Police Mountain Bike Association (PMBA) instructor training. As qualified instructors, most of the classes taught are to new recruits of the University of Toronto Police although, outside agencies are welcome and do attend for the course. Some of these agencies include: University of Guelph Police, Carleton University Security, York University Security and CN Police.

COMMUNITY SAFETY COORDINATOR

The Community Safety Coordinator is responsible for coordinating ongoing education and outreach initiatives, directed at improving safety on campus, and for the co-ordination of the university's personal safety programmes. The Community Safety Coordinator works closely with other University offices including, the University Police; the University's other Equity Officers, Counseling and Learning Skills Service, Human Resources Department, and the Office of Student Affairs. This year the Community Safety Coordinator dealt with approximately 90 cases. The office has increased the number of in referrals each of the last four years. Referrals were initiated by:

- Individuals experiencing a threat to their personal safety;
- By supervisors concerned about the safety of an employee or concerned about the behaviour of an employee that posed a potential or actual threat to others; and
- By people who, although not in a supervisory role, were concerned about the safety of others.

The Community Safety Coordinator reports separately to the University Affairs Board.

COMPLAINTS

The University of Toronto Police received three complaints in 2002 compared to none in 2001. The first two were service complaints and the third was a conduct complaint.

October 2002

A **service complaint** was lodged against the University of Toronto Police Service by a part time staff member of a campus department. An investigation determined that Police response was both adequate and appropriate. The complaint was unsubstantiated.

November 2002

A **service complaint** was lodged against the University of Toronto Police Service by the president of a student organization regarding the thoroughness of an investigation. The complaint was unsubstantiated.

December 2002

A **conduct complaint** was lodged against a UTPS officer by a student using the WALKsafer service. The investigator was unable to find any independent evidence to support the allegations. The complaint was unsubstantiated.

STATISTICAL OVERVIEW

Incident Types	1999	2000	2001	2002
Break and enter	33	45	30	49
Robbery	3	3	2	5
Theft Over \$5000	28	20	27	31
Theft Under \$5000	929	927	763	358
Theft Bicycles	92	68	67	128
Possess stolen property	4	3	39	2
Disturb Peace	14	23	28	23
Indecent Acts	14	16	13	18
Mischief/Damage	25	11	51	132
Other Offences	148	68	67	44
Arrest Warrants	47	42	28	7
Sexual Assaults	3	7	4	4
Assault	20	22	35	30
Impaired Driving	0	0	1	0
Harassment/Threatening	34	51	35	55
Homophobic/Hate Crimes	15	8	4	4
Homicide	1	0	1	0
Crime Occurrences	1410	1314	1195	890

Other Activity	1999	2000	2001	2002
Alarms	182	200	254	456
Fire Alarms				161
Assist other police	0	0	1	53
Assist Community Member	0	59	120	783
Community Services	1	0	11	136
Disturbances				121
Demonstrations/Protests				22
Insurance reports	0	0	4	1
Inv. Suspicious Persons	0	0	41	372
Inv. Suspicious Circumstances	0	0	37	210
Trespasser Charged	38	29	40	141
Trespasser Cautioned	159	114	123	109
Medical Assistance	153	148	116	184
Other	179	15	153	202
Insecure Premises	9	5	8	47
Motor Vehicle Collision	18	15	21	36
Mental Health Act	0	0	2	11
Suicide/Attempt Suicide	1	0	3	4
Sudden Death	0	0	1	2
Walk/Escorts				462
Fires				12
Building Patrols				7373
Underground Garage Patrols				585

In addition to services provided under the authority of a Special Constable, University Police provide security services and support to the community. The Operations Centre has become a clearinghouse for after-hours emergency calls and is the Campus Fire and Intrusion Alarm Systems monitoring centre. The number of installed alarms on campus has grown during the past three years and at the same time, so have false alarms.

Many of the changes noted in statistics are indicative of the role expected of the Service and our ability to keep accurate records. 2002 is the first full year of operation using the records management system purchased in 2001. Scarborough Campus will commence using the system in mid-2003. As the system matures, statistical reporting and comparisons will become more meaningful.

After September 11, 2001, a sharp increase was noted in the number of calls being received about circumstances and people that made our community uncomfortable. It was expected that this would return to levels experienced before that day. There has not been a decrease but rather it continues to grow. Sharp increases in reports of suspicious persons and activity categories are indicative of the increase in the number of trespassers charged and cautioned. It should be noted that unless a trespasser refuses to leave the property the first time University Police deal with them, they are all cautioned and only those who return after a caution are charged.

More community members are reporting harassment and threatening behaviours. University Police encourage early reporting rather than waiting until the situation has become out of control. Without diminishing the seriousness of the behaviour, it is noted that more cases have less serious consequences.

While the campus community has enjoyed a decrease in thefts, an increase in break and enter and theft of bicycles is noted.

MONETARY VALUES REPORTED

	1999	2000	2001	2002
THEFTS				
U of T	\$ 214,700	\$ 106,400	\$ 178,892	\$ 359,881
Personal Property	\$ 264,700	\$ 384,100	\$ 321,734	\$ 185,194
MISCHIEF				
U of T	\$ 50,600	\$ 12,200	\$ 39,917	\$ 107,833
Personal Property	\$ 7,800	\$ 1,400	\$ 6,089	\$ 2,572
RECOVERY				
U of T	\$ 9,000	\$ 15,600	\$ 960	\$ 1,638
Personal Property	\$ 31,700	\$ 6,600	\$ 3,483	\$ 35,237