

Chancellor's Council on Safety and Security

2008-

2009

This document is an abstract 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 2008-09 fiscal year.

Annual Report

**Chancellor’s Council on Safety and Security
2008-2009 Annual Report**

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Acknowledgments

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

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Introduction and History

When the Chancellor's Council on Safety and Security (the Council) was convened three years ago, UNCW was perhaps best characterized as a young campus in an accelerated growth period highlighted by increasing enrollment of students of an increasingly higher academic caliber, a higher percentage of students living on campus, new and renovated facilities being constructed, and a heightened awareness of the need for vigilant personal safety in the campus community. Following the tragic murders of a student and former student in 2005, it increased attention and the need for careful and thorough admissions standards, using a Campus Safety Investigations Committee to screen applicants, and creation of the Collaboration on Assault Response and Education Office (CARE) to address some of the campus' safety challenges at that time. Programs such as the bi-annual Campus Safety Walk, campus lighting improvements, additional sprinkler heads in residential facilities, security systems and video cameras, and information on potential pandemics bolstered existing campus safety efforts and programs.

Heightened consciousness toward the need for increased campus education on existing and new safety programs led to additional staff/faculty training, hiring of a campus Emergency Manager (part of the Disaster Resistant University Initiative), increased weather and disaster-related preparedness exercises, creation of an All-Hazards Plan, use of a new active shooter protocol (whose creation by UNCW Campus Police preceded the April 16, 2007, Virginia Tech Shootings), placement of a campus shelter-in-place siren system, increased emphasis on crisis communications through a variety of communication tools, and formation of the Student Behavioral Intervention Team. Furthermore, the addition of an Associate Vice President of Campus Safety and Emergency Operations at the University of North Carolina General Administration (GA) is ensuring that all the campuses that comprise the UNC System work together to coordinate safety initiatives.

Since its inception, the Chancellor's Council on Safety and Security has evolved as 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). During the 2008-09 fiscal year, creation of a state-mandated student case manager position, coordination of the first annual Campus Safety Symposium, distinguished as the first UNC school to have a FEMA approved mitigation plan and renewal of the Storm Ready campus designation, increased utilization of emergency notification tools under the brand "UNCWAlert," use of a transportation consulting firm to review pedestrian/vehicle conflicts and develop proposals for troubled areas, use of an outdoor threat assessment that identifies environmental characteristics and designs and practices that may include controllable risks and vulnerabilities, signal continued success toward the Council's effort to address the ever-evolving safety needs of the UNCW Community.

The enhancement of coordination and collaboration between and among UNCW departments responsible for safety and security endeavors on campus, as facilitated by the Chancellor's Council, has helped to accelerate the implementation of lessons learned from past experiences and national events while keeping UNCW current with the latest safety programs and technology. With the goals described in this report, the Council will continue to attempt to meet the needs of the UNCW community in terms of programs and initiatives designed to make UNCW the safest college campus it possibly can be.

Chancellor's Council on Safety and Security
June 2009 Annual Report

Executive Summary

"The safety of our students, faculty and staff is always our highest priority. Together, we can continue to enhance the safety of our campus."

- Chancellor Rosemary DePaolo
Statement to the UNCW campus community in the aftermath of the tragedy at Virginia Tech

The University of North Carolina Wilmington's enduring commitment to safety is demonstrated by the university's seven strategic goals, one of which is "to enhance the quality of the university's environment and provide a sustainable campus that is attractive, functional and, above all, safe. UNCW is committed to providing a safe learning and work environment where all students, faculty and staff can thrive." To this end, Chancellor Rosemary established the Council in October 2006 and charged the Council with reviewing and coordinating policies, procedures, protocols, services and programs relative to safety and security at UNCW.

Highlights

In 2008-09, the Council completed many of its action items from the previous year and various departments at UNCW continued to make safety a high priority as evidenced by the following accomplishments:

- The Council successfully hosted UNCW's First Annual Safety Symposium and Information Fair, with approximately 200 attendees September 9th and 10th, 2008.
- The Student Behavioral Intervention Team (formerly the Student Threat Assessment Team) reviewed 24 student cases that included mental health (8), self harm (4), eating disorder (1), drug overdose (1), disruptive behavior (7) and interpersonal issues (3).
- Student Affairs hired (as a funded mandate from the State of North Carolina) the new Student Affairs Case Manager, Monique Colclough, who began at UNCW July 1, 2009.
- Marketing & Communications (MaC) developed UNCWAlert brand and graphic, and managed the UNCWAlert marketing campaign to communicate to all campus audiences.
- Safety tips were abundantly disseminated via formal education programs, the safety and emergency Web site, student and new employee orientation sessions, the annual Business Services newsletter, information security sessions, and through the *No Violence* video produced at UNCW.
- MaC and ITSD developed new off-server crisis communications tools on the Web, including a "dark site" that can be used in emergency situations.
- Connect Ed software was purchased and implemented to enhance emergency notification systems. A robust intercom hardware and software system was purchased for installation and training in 2009-10. ITSD led these initiatives and used GA safety funding for the intercoms.
- UNCW's Multi-Hazard Mitigation Plan was officially approved by the Federal Emergency Management Agency (FEMA) as of February 3, 2009.
- UNCW was re-designated a StormReady campus, after receiving the first designation in the UNC System three years ago.
- The new Seahawk Crossing parking deck incorporated safety design features such as glass-backed elevators, visible stairwells and 28 emergency phones.
- Notable campus-wide improvements were made in physical security and environmental design; including, crosswalk designs, bus stop placement, campus exterior lighting and

emergency call boxes; expansion of the security system for card access control, alarms and video cameras; new fire alarm and sprinkler systems and upgrades; and planning for an all-campus outdoor vulnerability and threat assessment.

- Emergency Management activated response plans for both Tropical Storm Hanna and the global spread of novel H1N1 influenza that began surfacing in April 2009 in Mexico, then the United States. A research continuity tabletop exercise was conducted.
- Conducted a power outage drill to assess its impacts of a long-term power outage scenario on the research facility.
- The Workplace Safety Committee worked to improve communication and therefore reduce accidents including “lessons learned” bulletin that will be released for some workplace accidents on campus.
- UNCW Police established the Office of Professional Standards. This component of the police department holds the following responsibilities: law enforcement accreditation, training, recruitment, and internal affairs (formal investigative authority and processing of complaints). The Office is managed by a lieutenant (funded by GA) who reports directly to the chief of police. Other efforts to prepare for accreditation included several improvements to the police department’s facilities and the updating of more than 30% of existing policies.

Safety and Security Priorities

Key areas of focus in 2009-10 are the 2nd Annual Safety Symposium; exercising and testing emergency notification systems, obtaining permanent funding for the Connect Ed emergency notification system, UNCWAlert education, funding additional sirens on campus and fully implementing intercom systems for classroom and other indoor notifications; continued preparations for police accreditation; business continuity planning; safe roads and conditions for pedestrians, bicyclists and motorists; and continued fire safety improvements. UNCW participates each year in a regional hurricane exercise. Other interagency exercises will be planned, when the emergency manager and police training officer positions are filled this fall. Emergency Management and the Student Health Center are coordinating an institutional response to the novel H1N1 influenza and seasonal influenza outbreaks anticipated this fall.

Given the university system’s and the state’s severe budget constraints, the construction of a hardened facility for UNCW Police/critical functions and other strategies identified in the Multi-Hazard Mitigation Plan, which was approved by FEMA, are longer-term goals.

**Chancellor's Council on Safety and Security
June 2009 Annual Report**

Accomplishments, Goals and Action Items

This section describes the accomplishments of the Chancellor's Council on Safety and Security achieved during the 2008-09 fiscal year. These accomplishments, goals and action items are grouped in the following categories: Student Behavioral Intervention Team, Education and Training, Emergency Management and Communications, Physical Security Systems and Environmental Design, Safety Committees, and Law Enforcement.

Student Behavioral Intervention Team

A. Accomplishments – Student Behavioral Intervention Team

1. The Student Behavioral Intervention Team (formerly the Student Threat Assessment Team) reviewed 24 student cases that included mental health (8), self harm (4), eating disorder (1), drug overdose (1), disruptive behavior (7) and interpersonal issues (3).
2. Student Affairs hired (as a funded mandate from the State of North Carolina) the new Student Affairs Case Manager, Monique Colclough, who began at UNCW July 1, 2009.

B. Goals and Action Items – Student Behavioral Intervention Team

1. Integrate new case management reporting mechanisms and tracking software.

Education and Training

A. Accomplishments – Education and Training

1. **Safety Symposiums.** Coordinated first annual Safety Symposium and Information Fair on September 9 and 10, 2008. On a 5-point scale (5 highest), participants ranked the event at around 4.5 on average for usefulness of information and format of symposium.
 - a. Participants said the best ways to receive campus safety information from the university, in order of preference, are:
 - Blast emails
 - Web site
 - Text messages
 - e-Newsletter
 - b. One hundred and ninety-two (192) attendees participated as follows:
 - Day one participants (113 total) included 89 staff, 21 faculty and 3 student leaders
 - Day two participants (79 total) included 54 staff, 17 faculty and 8 student leaders

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. The following table shows page views from on- and off-campus visitors during spring 2009.

Month	Page Views on campus	Page Views off campus
March, 2009	2,923	7,989
April, 2009	2,136	2,597
May, 2009	1,104	3,205

4. **Information Technology Systems Security Department.** The goal of providing information security awareness to the entire campus was accomplished by:
 - a. Conducting the information security workshop "Information Security and You" in collaboration with the UNCW Human Resources Staff Development and Training Division
 - b. Providing graduate and undergraduate level lectures
 - c. Providing information security information in several university print and/or electronic newsletters
 - d. Speaking engagements to SGA, Fraternities, Sororities and other university social groups
 - e. Providing an information security presentation at the Safety Symposium.
5. **Other Programming and Education Campaigns.** UNCW Police facilitated more than 150 formal educational programs involving more than 1,000 student contacts and more than 300 contact hours (in addition to comparable programming activities with faculty and staff.) 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. MaC helped communicate the UNCW Police/Governor's Highway Safety Program alcohol awareness event and developed promotional materials and publicity for NC Severe Weather Awareness Week. A media campaign was conducted to educate students about safety issues related to chaining bicycles at building entrances. The annual Business Services newsletter to students, faculty and staff included various personal safety tips, siren information and pedestrian safety tips. Tips for avoiding influenza, and precautionary measures to take if you do get the flu, were widely communicated throughout the spring in response to the H1N1 flu pandemic. 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.

B. Goals and Action Items – Education and Training

1. Facilitate 2nd annual Safety Symposium (scheduled for September 16th and 17th, 2009). Increase overall participation and participation by faculty and students.
2. Continue to provide on-going safety awareness education programs and initiatives. Areas targeted for highest priority include: UNCWAAlert; healthy relationships; 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.

(Note: see also Emergency Management and Communications.)

Emergency Management and Communications

A. Accomplishments – Emergency Management and Communications

Several divisions worked together throughout the year to implement new communications tools and to train, test and exercise the university's capabilities in responding to a natural or man-made emergency event. Budget constraints have strained the effectiveness of marketing campaigns to educate the community about emergency notification systems (UNCWAAlert) and precautionary measures. Major accomplishments during the year include:

1. **Emergency Response Plans Activated.** UNCW emergency response plans were activated for two events in 2008-09. EH&S Emergency Management coordinated the institutional response to Tropical Storm Hanna and in the spring, the Student Health Center and Emergency Management began tracking and preparing for possible occurrences of H1N1 influenza. For TS Hanna, the Emergency Operations Center was activated, and class cancellation and campus closing decisions were made by UNCW's executive decision-making team, referred to as the Crisis Decision Team. UNCW received a FEMA reimbursement for minor impacts to campus and the associated costs incurred from the tropical storm. Beginning April 2009, swine flu illness in the United States and Mexico prompted the pandemic planning committee to resume regular meetings, and the Student Health Center and Emergency Management coordinated university-wide preparations and planning. The outbreak eventually raised the world health status to WHO Level 6, and remains an ongoing concern for fall 2009. Generally speaking, the fatality rate has not exceeded the rate experienced with the normal seasonal flu. Student Health and Emergency Management stayed abreast of all announcements by the Centers for Disease Control, General Administration and state and local health agencies; the UNCW pandemic planning committee reviewed the plan and monitored preparedness; and Student Health, Emergency Management and MaC educated the campus community about proper flu precautions; hand sanitizers were used at commencement ceremonies; confirmed cases were tracked nationally and locally; student travelers in Mexico and throughout the US were contacted; a new travel policy at UNCW was adopted; critical functions such as UNCW Police, EH&S and Student

Health Services were fit tested with personal protective equipment (PPE); and UNCW remained in close contact with local health officials.

2. A research continuity tabletop exercise at the Center for Marine Science was conducted in December 2008. The exercise identified improvements to be made in timely notification to researchers and actually assisted in responding to a prolonged power outage experienced within just a few months of the exercise.
3. Connect Ed emergency notification software was purchased and installed to allow simultaneous notification via phone, email and SMS (text messaging). The implementation of Connect Ed as a communications tool for MaC and primary emergency responders was led by Information Technology Systems. Text messaging signup is promoted on the class registration page as well as at various campus events.
4. An intercom system was purchased by Information Technology Systems Division (ITSD) using GA safety funding that will augment the siren system with capabilities to communicate to classrooms and other indoor spaces. Two-way communication to the police department will be possible when fully implemented.
5. UNCW developed the UNCWAlert brand and graphic. MaC led UNCWAlert team meetings, developed promotional items, crafted informational messages, and helped to educate students at orientation sessions and at the Involvement Carnival (including hosting tables with laptops set up to register students' cell phones for text messaging on site). In addition, MaC helped to educate faculty and staff through @UNCW and the Safety Symposium.
6. The Safety and Emergency Web site got a new look as Web sites across campus were consolidated into a one-stop source for safety and emergency information linked from the UNCW home page. The Council reviewed the design at various stages of completion. (See also Education and Training section.)
7. Various media announcements and press releases related to inclement weather and university closings, delays, schedule changes, tropical storm preparation, exercises and drills were issued. In addition, press releases informed neighboring residents of three planned siren tests.
8. MaC collaborated with ITSD to develop a new off-server crisis communications tools on the Web, including a dark site that can be used in emergency situations.
9. During 2008-09, UNCW hosted the third annual UNC Business Continuity Roundtable.
10. UNCW renewed its StormReady designation through the National Weather Service, one of two universities in North Carolina and thirty-one nationwide.
11. UNCW's Multi-Hazard Mitigation Plan was officially approved by the Federal Emergency Management Agency (FEMA) as of February 3, 2009, becoming the first college or university to have an approved plan in North Carolina.

B. Goals and Action Items – Emergency Management and Communications

The department of environmental health and safety will hire a new emergency manager to fill the vacancy created in spring 2009. This position is an assistant director of EH&S and will be responsible for the four phases of emergency management – mitigation, preparedness, response and recovery. Continued progress with new communication tools in 2009-10 is essential to preparedness.

1. **Emergency Notifications.** A test to use all of the various notification systems is planned for September 2009. The objective is to test the delivery of all methods of emergency notification in a 'rapid response' scenario. More recently acquired methods of emergency notification include Connect Ed, Channel 77 and an intercom system that will be deployed primarily to classrooms. Priorities for next year include:

- a. Fund Connect Ed software and support on a permanent basis, for streamlined communications. Continue training and testing with the new system.
 - b. Fund an annual marketing campaign for UNCWAlert to increase text messaging signup.
 - c. Fund two additional sirens to overcome dead-spot issues so siren blasts reach their intended targets. The addition of emergency strobe lights also will be considered.
 - d. Complete deployment of purchased 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.
 - e. Fund laptop equipment for MaC crisis communications, as well as digital radios for EH&S and Emergency Management.
2. **Business Continuity Planning.** To ensure that UNCW not only responds effectively to an emergency, but also has effective recovery and business continuity plans in place, Emergency Management will lead the effort for all critical functions to have a departmental business 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

A. Accomplishments – Physical Security Systems and Environmental Design

In 2008-2009, there were numerous improvements to the physical campus, and further improvements are under study. Emergency call boxes were added; parking lots and bus stops were improved; roadways were re-striped; handrails and steps were repaired, and potholes and sidewalks were repaired. The property on MacMillan Drive was cleaned up, and the old 84 Lumber building was demolished and removed. The new parking deck incorporated safety design features such as white ceilings, glass-backed elevators, visible stairwells, and 28 emergency phones. The annual safety walk was conducted in the fall, and students and staff noted 70 new opportunities for improvement. Many of the smaller items already are completed, and larger and more complex projects either have been initiated or are under review. As a lesson learned from the Virginia Tech shootings, the new nursing building will be the first building to be equipped with an improved door locking mechanism for classrooms. Among all of the physical security systems and environmental design accomplishments, there are five areas that should be highlighted: pedestrian safety; campus exterior lighting; the security system for electronic access control, alarms and video cameras; fire alarm/sprinkler systems; and planning for an all campus outdoor vulnerability and threat assessment.

1. **Pedestrian Safety** is an area of concentration at UNCW. Increased numbers of students living on campus raises the potential for walking, biking and skateboarding to conflict with vehicles around new buildings, intersections and road crossings. One serious pedestrian and vehicle accident occurred on Cahill Drive in fall 2008. Injuries were severe, but not life-threatening. For this past year, the accomplishments in pedestrian safety are:
 - a. Sidewalks were added near Friday Hall as the final phase of the Randall and Racine intersection project. Using a new, more cost effective technique, sidewalks were repaired around Trask, the south side of Hoggard and other areas.

- b. Crosswalks on Cahill and Walton Drives were modified to the “street print” standard, and speed humps were incorporated at major crossings. Crosswalks on Hamilton and Racine Drives near Leutze and Morton Halls were modified to the “street print” standard.
 - c. The road was closed on the south portion of Reynolds Drive. This eased congestion at one intersection, but problems flowed to other intersections, so a transportation consulting firm was hired to review pedestrian/vehicle conflicts and develop proposals for troubled intersections around the new housing and parking deck. Recommendations received June 2009 will be implemented in the fall 2009.
2. **Campus Exterior Lighting:**
- a. LED lighting was installed on Chancellor’s walk and on the front of Wagoner Hall.
 - b. Street lighting was added to the east end of Riegel Road, and additional lighting was installed around Trask Coliseum and around the north side and entrance of Friday Hall.
 - c. Landscapes were pruned at Trask, Cameron Hall, S&BS and other areas to improve existing lighting and visibility at building approaches and entryways. Landscape designs for new buildings now incorporate *best practices* for security.
3. **Security System:** To date, 25 buildings in housing and residence life have been outfitted with card access, and together with video cameras, security systems for residence halls have been greatly enhanced. Since the installation of Lenel’s On Guard security system, card readers for doors have been installed in academic, non-academic and residence buildings:

	Installed 08-09	Grand Total
Academic Readers	39	107
Non-Academic Readers	10	57
Residence Halls	13 *	91

*Seahawk Crossing readers are partially complete and to be complete in July

For video cameras, the installations are almost entirely in the housing areas. The totals for all of campus are as follows:

	Installed 08-09	Grand Total
Security Video Cameras	144	452

As an indicator of utilization and value, University police/detectives have accessed video footage 1,504 times since February 2007 when the video cameras first came on line. Video footage contributed to the investigation of an estimated 300 cases.

In addition, 12 unique special features of the security system have been implemented to meet building and occupant-specific needs. Some of those features are: card reader/camera links; ability to outline an area of interest with video motion detection and automatically pull up any motion in that area for a given date and time frame; readers with keypads set after hours to require a card swipe and 6-digit code; turnstile control; command keypad for easy access for managers in that building to be able to lock/unlock doors; ability to monitor any door using magnetic contacts; and first card unlock, which provides the capability to set a door to unlock for certain period of time (e.g., class period), but the door does not actually unlock until a person with the first card unlock access presents their card.

4. **Fire Alarm and Sprinkler Systems:** The Office of Facilities completed fire alarm projects at the following locations: Purchasing Services, University Suite O (ADA upgrade).

The following projects are in the final phase or closeout process: Bear Hall fire alarm system, Belk Hall new fire sprinkler system, and Graham/Hewlett new fire sprinkler system.

5. **Outdoor Vulnerability and Threat Assessment:** The UNCW Police department has contracted for an assessment that identifies environmental characteristics, designs and practices that may include controllable risks and vulnerabilities (RV) related to the physical safety and security of persons and property located thereon. RV is intended to include, but is not limited to, avoidable trip hazards, pedestrian/vehicle conflicts and criminal activity, commonly referred to as crimes of opportunity, perpetrated against persons and property, and the protection of critical infrastructure and key resources of the campus. The survey and assessment have started and will be completed in the summer of 2009.

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

1. Replace doors as needed in Hanover Hall and Trask Coliseum. The Office of Facilities and Access Management will develop a funding plan for doors and access controls in these buildings.
2. Develop a plan for all crosswalks to be on the new standard by 2012.
3. Complete a plan for new way finding and signage with a target goal of having strategic areas implemented by June 2010.
4. Review transportation planning consultant's recommendations with stakeholders, and immediately implement short term recommendations. Implement long term recommendations as soon as possible.
5. After being received (late summer 2009), review outdoor threat assessment consultant's report and develop a funding and implementation plan (with timeline).
6. EH&S will work with the Office of Facilities and auxiliary units to plan for a reduction in the number of outstanding Department of Insurance recommendations.

Safety Committees

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 was re-constituted, becoming a working committee that provides representation of operational staff members from departments where most accidents occur. Committee activities this year include the analysis of accident lost days, cost and occurrence type. An accident summary report format was prepared to share lessons learned during significant accidents that could prevent recurrence of similar events. Additionally, they reviewed the concept of safety liaisons to fill the role of building managers and made suggestions for improvement.
2. The Diving and Water Safety Committee reviewed several minor accidents. The director – environmental health and safety and the diving and water safety officer are conducting an investigation of the workplace death of a research diver, which is UNCW's first workplace death.

3. The Radiation Safety Committee met numerous times and has completed an application for renewal of the UNCW license for Radioactive Materials usage and made revisions to the x-ray usage protocol for human subjects in an obesity study. License approval is expected in September 2009.
4. The Laboratory Safety Committee focused its efforts on laboratory hazard identification signage and revision of the Chemical Hygiene Plan that will be completed in September 2009.

B. Goals and Action Items – Safety Committees

1. Based on the findings of the Key Largo investigation, ensure implementation of recommendations to ensure the safety of future research diving operations.
2. Successfully receive a renewal of the Radioactive Materials License without interruption of research activities.
3. Implement Safety Representative training and review its effectiveness.
4. Provide Cabinet with accident and loss metrics that will provide an accurate assessment of actual accidents and other loss costs.

Law Enforcement

A. Accomplishments – Law Enforcement

- **Crime Rates:** For the most part, crime rates on campus declined or remained the same, despite the economic recession. More specifically, there were low incidents of violent crime, consistent incidents of burglary and a modest 8% increase in larcenies (from 250 occurrences to 270).
- **Law Enforcement Accreditation:** Established the Office of Professional Standards. This component of the police department holds the following responsibilities, law enforcement accreditation, training, recruitment and internal affairs (formal investigative authority and processing of complaints).
 - The Office is managed by a lieutenant (funded by GA) who reports directly to the chief of police.
 - Reclassified a journey-level police officer position to the advanced compensation band to manage training and recruitment activities.
 - 30% of operating policies were developed or revised to accreditation standards.
 - Improved the physical security of the police facilities as follows: rekeyed entrances and offices; installed an intercom on the porch; installed a secure customer service window and an intercom in the lobby; constructed hard walls for two management offices, and constructed dedicated off-site secure storage for departmental records.
 - Implemented formal on-call protocol for investigators, resulting in improved efficiencies through the availability of specialized skills and early involvement of administrative personnel.
 - Adopted new striping scheme (to accreditation standards) for marked patrol vehicles.
- **Training:**
 - Implemented mandatory assignment of officers to the Investigations Division for cross training and career-development purposes.
 - Determined that it is currently most practical for UNCW to continue to rely on outside law enforcement agencies for certain tactical resources.

- Supervisors completed advanced training in key functional areas within the Incident Command System, specifically All-Hazards Type III Communications, Incident Management/Unified Command, and Incident Commander.
- **Grant Funding:** Pursued grant funding of approximately \$1 million for five separate initiatives.
 - Awarded \$20,000 for FY 2009-10 from Governor's Crime Commission to fund campus-wide risk and vulnerability assessment.
 - Awarded \$26,824 from the Governor's Highway Safety Program for traffic safety efforts including, funding of equipment for conducting impaired driving checkpoints and a speed sign/trailer that displays the speed of passing cars. (The one currently being used was borrowed from the New Hanover County Sheriff's Office.) Funds should be received after Oct. 1.
- **Community Interaction and Programming:**
 - Facilitated more than 150 formal educational programs involving more than 1,000 student contacts and more than 300 contact hours (in addition to comparable programming activities with faculty and staff).
 - Staff participated as members of the following committees: Student Behavior Intervention Team; Chancellor's Council on Safety and Security; Parking, Traffic, & Transportation; Workplace Safety; Spring Break Safety; Tobacco Coalition; UNCW Wellness; Workplace Violence Assessment Team; Business Affairs Staff Development Council; Staff Senate; New Hanover County Communications Board; UNC Commission on Student Codes of Conduct as They Relate to Hate Crimes; New Hanover County Domestic Violence Advocacy Council; UNCW Computer Incident Response Team; New Hanover County Sexual Assault Response Team; UNCW Relationship Violence and Sexual Assault Response Team; Wilmington Police Department Intelligence; North Carolina Criminal Information Exchange; Tri County Investigators.
- **Interagency Cooperation**
 - Board of Trustees passed resolution authorizing the VCBA to enter into agreements with New Hanover County and the City of Wilmington to expand the jurisdiction of the UNCW Police Department.
 - Renewed the Memorandum of Agreement with the New Hanover County 911 Center for another three-year period.
 - Successful multi-agency security operation implemented for May Commencement due to a bomb threat.
- **Recruitment and Retention:**
 - Five internal promotions
 - Eight new hires
 - One reassignment
 - 92.3% Retention Rate
- **Equipment Upgrades:** Upgraded additional radio equipment, but approximately 25% remains to be upgraded.

B. Goals and Action Items – Law Enforcement

1. Continue to modify policies and practices to comply with accreditation standards.
2. Formally track key performance indicators on a monthly basis.
3. To the extent the budget permits, further refresh the visual identity of the police department by updating and standardizing uniforms.

4. Formalize recruitment efforts and the coordination of training activities within the Office of Professional Standards.
5. Maintain favorable crime rates.
6. Continue community interaction, crime prevention and programming functions while expanding traffic enforcement, awareness and prevention functions; implement associated assessment tools.
7. Improve the functionality and reliability of Field Base Reporting and Mobile Dispatching.
8. Adapt operations to meet security needs of parking deck and Seahawk Crossing.

End of Report