



**McMaster Security Services
2002 President's Team Award Winners**



Annual Report 2003



**Hamilton Police Service Board
2003 Partnership Award**



Our Mission Statement:

Developing a safe and secure environment in this academic institution is the responsibility of the entire community. The primary responsibility for protection of persons and property within the McMaster community is assigned to the Security Services Department. Methods and approaches to assist in achieving a safe and secure environment are developed through prevention programs and law enforcement in concert with the community

The department exists for one main purpose and that is to support the goals of the higher education community. It exists to assist those who seek and those who impart knowledge, as well as those who provide support to the mission of the institution. The Security Services Department endeavors to preserve and maintain an environment where diverse social, cultural and academic values are allowed to develop and prosper.

All members of the Department are expected to actively participate in achievement of our goals and in the services of the University. It is only through the collective efforts of the community that the mission will be accomplished.

Message from the Director

McMaster University Security Services is responsible for personal safety and protection on campus. Hamilton Police Services (HPS) are responsible for law enforcement within the City of Hamilton, including McMaster University, however we work closely with them and share some of these responsibilities. Our authority is outlined in a protocol with HPS and authorized by the Hamilton Police Services Board.

Our objectives are directed towards enhancing the academic, working and living environment by providing a high level of security to the University community.

Our Department continues its ongoing commitment to technology expansion, including upgrading of computer systems, additional security cameras, installation of alarms on high value equipment, and improving the card access system. To ensure proper administration of these systems and guarantee best value for our investments, we have hired a Technology Administrator, Glen Amis. Glen has many years experience in this field and actually was employed by a company which did extensive work on campus. Therefore, Glen has an excellent working knowledge of our current systems and existing equipment. This investment in technology, including the Administrator, will allow the Department to be more efficient and effective and will enhance the overall security on campus.

We have also recently promoted an Officer, Harold Stewart, to an Investigator position. The filling of this positions allows for improved follow-up on criminal offences and better liaison with HPS. An overall improvement with serious investigations has already been realised.

Cathy O'Donnell, Sgt. Crime Prevention, continues to be very productive in her role, and has greatly enhanced our communication with the campus community. Her efforts and presentations have increased security awareness and addressed safety concerns.

The Department continues to be very busy, however as a result of improved technology and motivated staff, a high degree of success has been achieved. The Department was recognised in 2003 as the recipient of the President's Award of Excellence. In addition the Department received a Police Services Board Partnership Award in May 2003. This was in recognition and appreciation of an outstanding act that contributed to a safer community.

The Department is thankful for the excellent cooperation received from various campus groups, as well as the support received from the Hamilton Police Services.

Statistical data is included for your information which I trust will be useful and informative.



Ron Thorn

*Director,
Security Services*

Training

2003 saw the Security Services Department continue with its ongoing commitment to the professional development of its members. Officers participated in the following training:

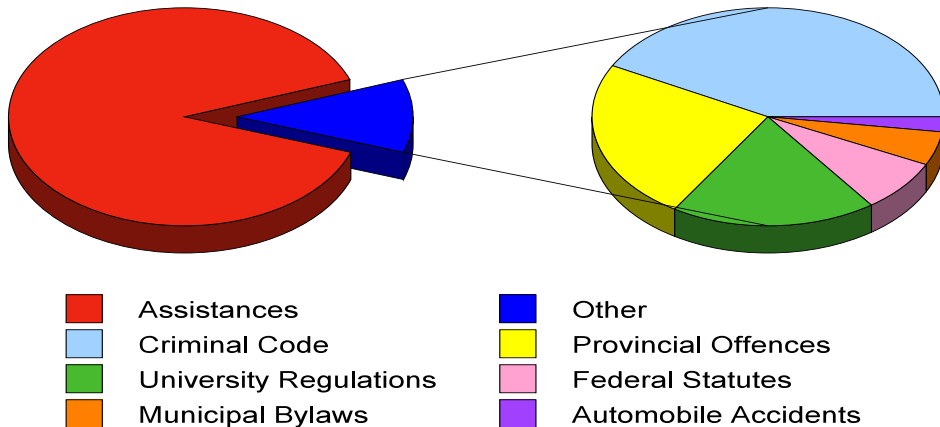
TRAINING DESCRIPTION	NUMBER OF ATTENDEES
Advanced Special Constable Training - University of Waterloo	5
Bicycle Training	1
Departmental in service	30
Emergency Preparedness Workshop	1
IACLEA Conference	1
Interview and Interrogation - In Service Course - Hamilton Police	7
Radar Training - Hamilton Police	8
Search Warrants -In Service Course - Hamilton Police	10
OACUSA Security Officer Training - Centennial College	1
Use of Force Training - Hamilton Police	18
Youth Criminal Justice Act Seminar - Centennial College	2



Synopsis of Investigations:

TYPE	2000/01	2001/02	2002	2003
Assistance Rendered	14 265	17 118	13 646	14 622
Automobile Accidents	17	48	55	35
Criminal Code	501	604	804	745
Federal Statutes	34	37	49	140
Municipal Bylaws	107	80	89	88
Provincial Statutes	205	317	266	420
University Regulations	399	162	287	329
TOTAL	15 528	18 366	15 196	16 379

Investigations January 1 - December 31, 2003



CRIMINAL CODE

Security Officers conducted 745 investigations under the Criminal Code of Canada during the year under review. This was a decrease over the 804 investigations conducted in 2002.

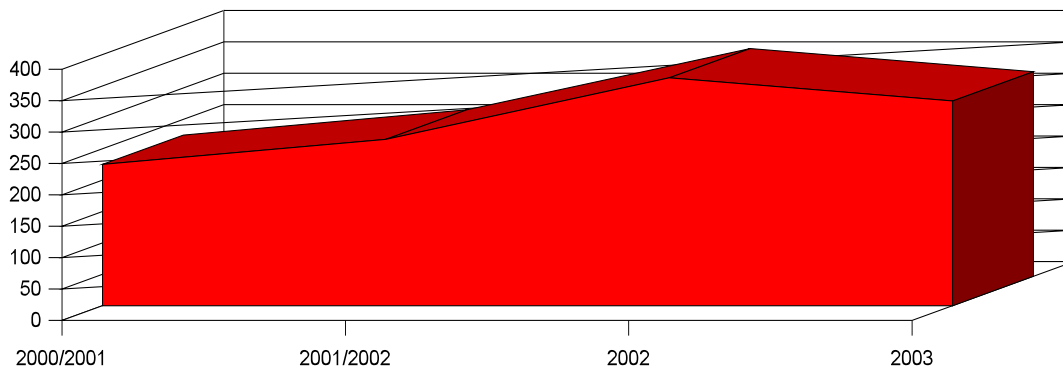
TYPE OF CASE	2000/01	2001/02	2002	2003
Arson	0	0	0	0
Assault - Level 1	6	15	12	11
- Level 2	0	1	0	0
- Level 3	0	0	0	0
- Peace Officer	0	0	1	4
- Sexual	1	3	6	3
Bomb Threats	2	1	1	0
Breach of Recognizance	1	2	0	0
Break and Enter/Attempts	34	29	53	30
Dangerous Driving	20	2	4	4
Disturbances	16	21	28	39
Fail to Remain	7	3	10	14
Fraud	-	13	21	53
Harassing Phone Calls	13	20	19	24
Harassment/Sexual Harassment	10	5	6	12
Homicide	0	0	0	0
Impaired Driving	1	0	4	1
Inciting Hatred	1	3	2	0
Indecent Act	3	10	9	4
Industrial Accidents	-	3	1	1
Mischief	141	189	240	201
Obstruct Peace Officer	1	2	3	3

TYPE OF CASE - continued	2000/01	2001/02	2002	2003
Robbery	0	0	0	0
Sudden Death	0	0	0	0
Theft/Possession of Stolen Property	225	265	363	326
Theft Auto	-	6	8	10
Threatening	6	8	13	4
Weapons Offences	0	0	0	1
TOTAL	501	604	804	745

The following shows losses through thefts reported during the past four years:

	2000/01	2001/02	2002	2003
Complaints of Thefts Investigated	225	265	363	326

Thefts Investigated 2000-2003



The following shows property values through thefts reported during the past four years:

	2000/01	2001/02	2002	2003
Stolen	\$282,168	\$178,994	\$349,304	\$405,661
Recovered	\$100,390	\$48,909	\$97,178	\$86,768
Outstanding	\$181,778	\$130,085	\$252,126	\$318,893

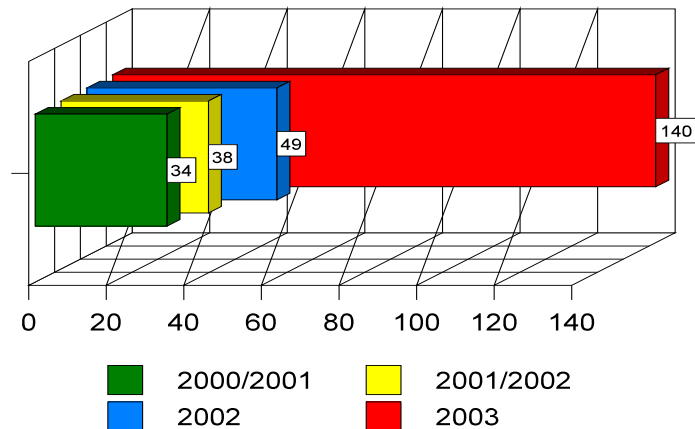
Theft - Dollar Values 2000-2003



Federal Statutes

FEDERAL STATUTES

There were 140 Federal Statute cases reported in 2003. This is compared to 49 in 2002, 38 in 2001/02, 34 in 2000/01.

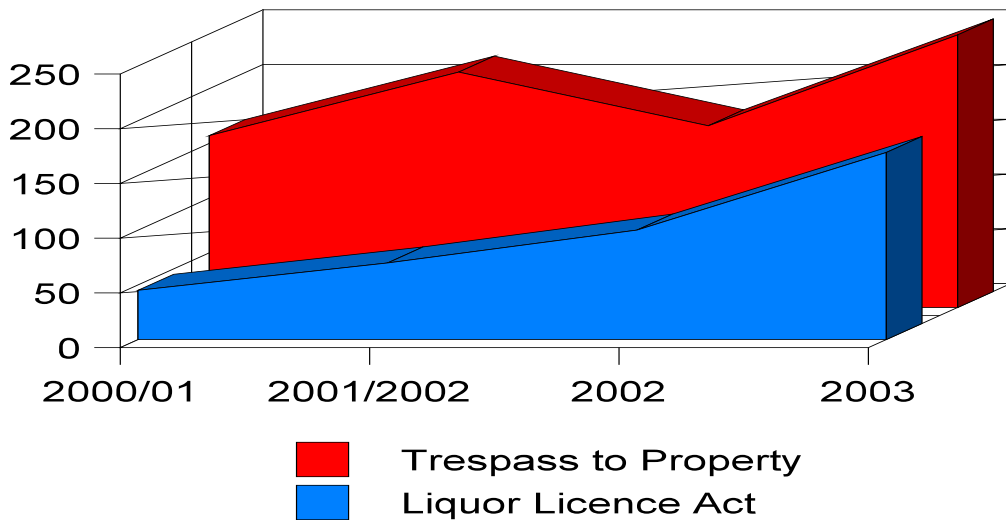


PROVINCIAL STATUTES

Security Officers conducted 420 investigations under the Provincial Statutes of Ontario in 2003. This was an increase from the 266 investigations conducted during 2002 period.

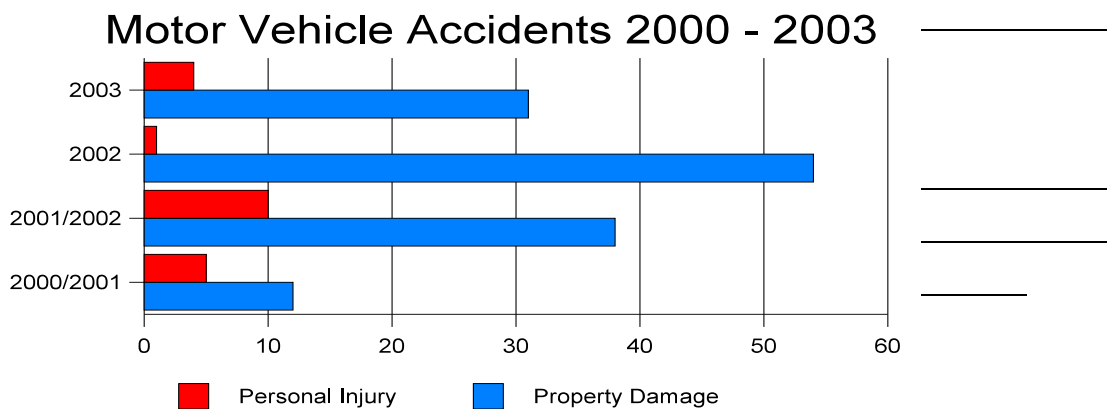
TYPE OF CASE	2000/01	2001/02	2002	2003
Liquor Licence Act	45	70	100	171
Miscellaneous	3	0	0	0
Trespass to Property	157	215	166	249
TOTAL	205	285	266	420

Provincial Statutes 2000 - 2003



AUTOMOBILE ACCIDENTS

Automobile Accidents	2000/01	2001/02	2002	2003
Personal injury	5	10	1	4
Property damage	12	38	54	31
TOTAL	17	48	55	35



MUNICIPAL BYLAWS

Security Officers conducted 88 investigations under City of Hamilton Bylaws. This included ordering the towaway of 62 vehicles from the campus. The municipal bylaw statistics are slightly down from 89 in the 2002 time frame.

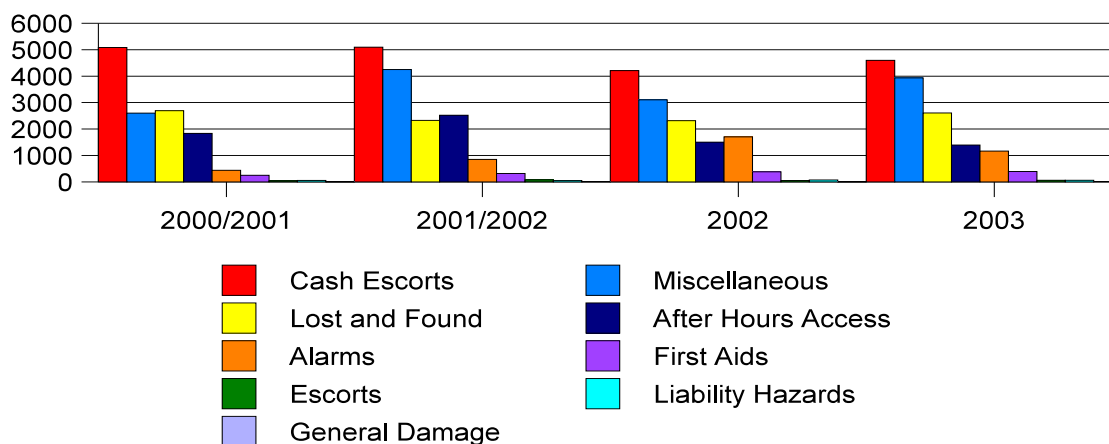
UNIVERSITY REGULATIONS

TYPE OF CASE	2000/01	2001/02	2002	2003
Traffic Regulations	162	283	272	313
Miscellaneous	237	79	15	16
Total	399	362	287	329

ASSISTANCE RENDERED

	2000/01	2001/02	2002	2003
Alarms - Intrusion/Security	264	619	1498	925
- Fire	94	131	148	130
- Panic	14	32	48	74
- Reactor	33	28	4	30
- Utility	34	43	4	9
Cash Escorts	5083	5094	4212	4600
Escorts	47	81	52	63
First Aids	253	322	381	395
General Damage	5	11	8	16
Liability Hazards	56	52	74	64
Lost and Found	2694	2330	2318	2608
Miscellaneous	2604	4251	3107	3934
Persons Given Entry After Hours	1838	2524	1503	1396
Total	13 019	15 518	13 357	14 244

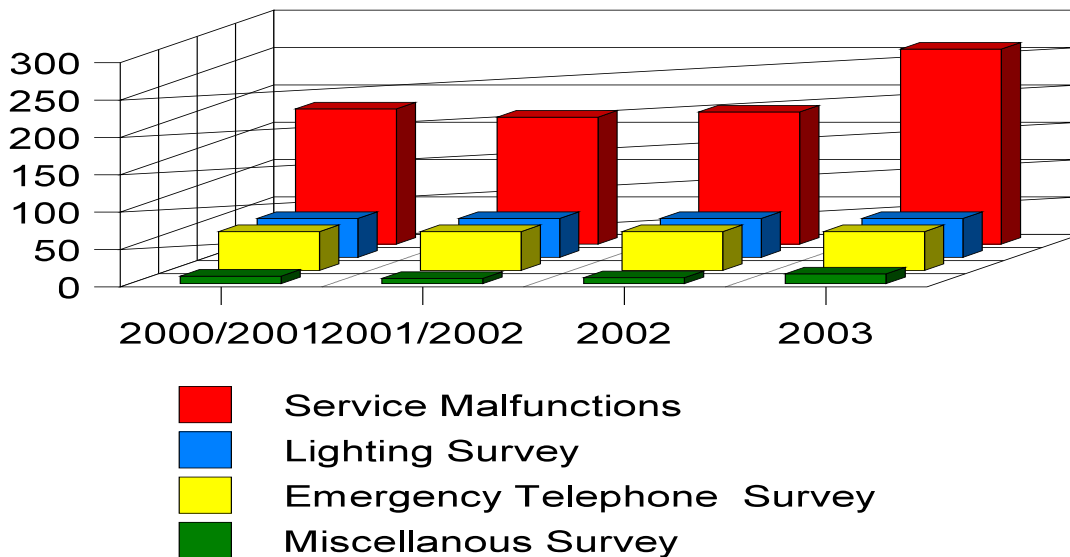
Assistances 2000 - 2003



Service Malfunctions Reported

TYPE OF MALFUNCTION	2000/01	2001/02	2002	2003
Emergency Telephone Survey	52	52	52	52
Lighting Survey	52	52	52	52
Miscellaneous Survey	10	7	8	13
Service Malfunctions	181	170	177	261
TOTAL	295	281	289	378

Service Malfunctions Reported 2000 - 2003



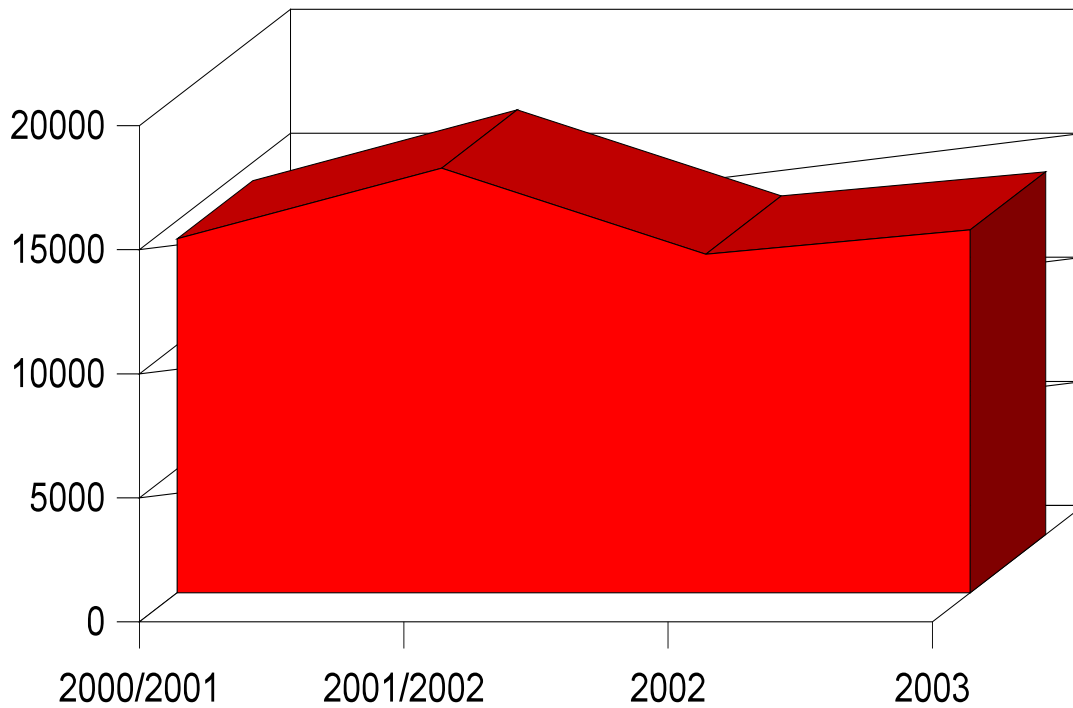
Insecure Buildings

Security Officers found 692 occurrences where areas were left insecure.

Assistance Rendered

Assistance Rendered	2000/01	2001/02	2002	2003
Total	14 265	17 118	13 646	14 622

Total Assistance Rendered 2000 - 2003



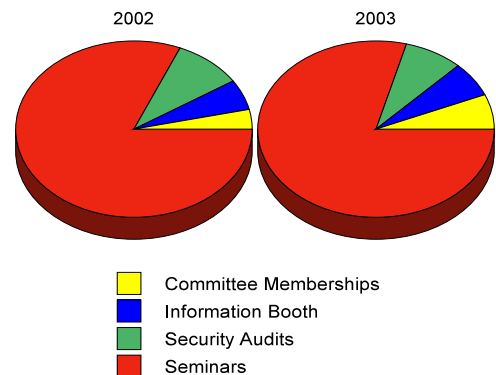
Crime Prevention Campus Community Relations

The Crime Prevention, Campus Community Relations Office was created in 2002. This office was created to enhance relations between the Security Service and the community through education on personal safety and crime prevention.

The ongoing process of building relationships with the students continued with the expansion of town hall style meetings with the community. These seminars continue to be a popular and effective method of communication with the community.

The following is a synopsis of programs:

Program	2002	2003
Committee Memberships	4	8
Information Booths	6	8
Security Audits	10	10
Seminars	86	98
Total	106	124



Other Crime Prevention Initiatives:

- ◆ Complete weekly articles for the Silhouette
- ◆ Created and implemented the “Date Rape Coaster Campaign” with other agencies
- ◆ Created the Security Services Web page
- ◆ Distributed safety whistles
- ◆ Initiated theft prevention posters for the libraries
- ◆ Maintain two education boards
- ◆ Re-created Security Services information board
- ◆ Re-initiated partnership with Hamilton Crime Stoppers

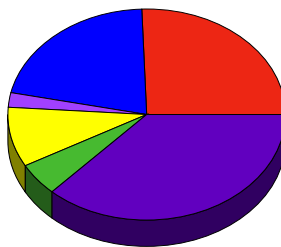
Technology Administration

In July 2003 the Security Services Department created a new position of Technology Administrator. This position was created due to the increase of value found in using the field of technology and electronics for the protection of persons and property on campus. Our Technology Administrator consults and assists with the installation service and programming of technology security systems. Security Services also uses these resources to prevent crimes and has also benefitted from solving several criminal acts on campus.

The following is a range of technology systems installed:

Equipment	Total
Alarmed Doors	397
Computer Alarms	329
Emergency Phones	31
Panic Alarms	145
Projector Alarms	76
Other	570

Installed Equipment



Making McMaster a
safe place to work,
live, learn and teach.



2003 Annual Report

www.mcmaster.ca/security/

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