

# McMASTER SECURITY SERVICES

ANNUAL REPORT 2008

## **MCMASTER SECURITY SERVICES MISSION STATEMENT**

*Developing a safe and secure environment in this academic institution is the responsibility of the entire community. The primary responsibility for the 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 realization of the mission of this 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 both the achievement of our goals and in maintaining the quality of the services of the University. It is only through the collective efforts of the community that this mission will be accomplished.*



## INTRODUCTION –

McMaster University Security Services' Annual Report is a compendium of all the various activities that have been undertaken by Security Services during the calendar year of 2008. This report will contain general information regarding our department as well as statistical analyses of reported incidents on the campus. This report will also outline the range of services and programs that we offer to the McMaster Community.

This annual report includes charts and graphs that detail the criminal offences and other activities reported to or dealt with by Security Services. In 2008 the number of reported criminal offences decreased by 3% to 527 over the same period of 2007. The number of criminal incidents was 10% below the 4 year average. Our most significant change was in fraudulent activity which decreased from 38 incidents to only 20. This is believed to be as a result of a new parking automation system which was implemented during 2008. The incidents of harassment and threats using the internet have decreased in 2008 we believe that this decrease is a result of more education and a team approach and partnership by Student Affairs, University Technology Services and the Hamilton Police Services.

Much of our focus in 2008 was in the area of Emergency Response and Emergency Planning. A new lockdown procedure was implemented on the campus and proactive education campaigns operated throughout the year to all campus community members.



## **MCMASTER SECURITY SERVICES – WHO WE ARE -**

McMaster Security Services is a department of highly trained Special Constables and Dispatchers who are responsible for the safety and security of the McMaster Community. Members of the Security Services team are on campus 24 hours a day, 365 days a year to ensure that a safe environment is maintained.

The main security office is located on the 2<sup>nd</sup> floor of the E. T. Clarke Centre. Our phones are always answered personally, so direct communication with our staff is always readily available. We can be reached by any of the following means:

### Telephone

905.525.9140 ext 24281

905.522.4135

88 – from any university phone

Any red emergency phone

Any on campus pay phone – no charge dial

Any elevator phone

### Website

[www.mcmaster.ca/security](http://www.mcmaster.ca/security)





## **AUTHORITY ON CAMPUS -**



McMaster Special Constables are sworn Peace Officers – appointed under the authority of the Police Services Act. Their appointments endow them with the responsibilities and duties of a Peace Officer and enable them to enforce the Criminal Code of Canada, Federal and Provincial statutes and Municipal by-laws on the University Campus.

## **PROTOCOL WITH HAMILTON POLICE SERVICE -**

The Hamilton Police Services Board has approval authority for Security Services procedures and the appointments of Special Constables.

They work closely with our team and assist us in investigating any serious criminal incidents. Hamilton Police also assists our department by providing a variety of mandatory and voluntary operational training programs. Currently the officers of Hamilton Police Division 1 are working with us on a training and operational response plan for dangerous incidents that may occur on campus; this plan includes the continued implementation of a lockdown procedure.



## **PATROL AREAS -**



Our Special Constables are responsible for providing security and policing services to a campus community that is made up of approximately 7,000 faculty and staff, and approximately 22,000 undergraduate and graduate students.

The McMaster campus is composed of 300 acres of property and 56 buildings which amount to 4,490,218.22 square feet. Twelve of our buildings are student residences, which means that approximately 3,900 students live on campus during the school year. In the summer months, these facilities are used regularly to host large conferences.

## OUR STAFF –

McMaster Security Services has a staff of 24, providing security 24 hours a day, 7 days a week. There are four civilian dispatchers and twenty Sworn Special Constables working in a variety of areas.

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Director of Security, Parking & Grounds  
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### ***Management Team:***

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Cathy O'Donnell  
Sergeant,  
Crime Prevention  
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Cameron Smith  
Sergeant  
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### ***Constables:***

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Mark Smith  
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### ***Dispatchers:***

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Tonya Prime  
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Cheryl Button  
[buttonc@mcmaster.ca](mailto:buttonc@mcmaster.ca)

Emily Heikoop  
[heikooe@mcmaster.ca](mailto:heikooe@mcmaster.ca)

## RECRUITMENT -



Both McMaster University and Security Services are strongly committed to employment equity and to recruiting a diverse faculty and staff. We encourage applications from all qualified candidates, regardless of gender, race, or sexual orientation.

If a vacancy arises within the Security Services division, the vacancy is published on the [working@mcmaster](mailto:working@mcmaster) website ( [www.workingatmcmaster.ca](http://www.workingatmcmaster.ca)), allowing any applicant to apply online, or providing alternative application processes if needed.

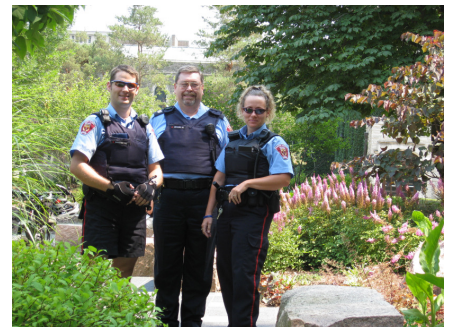
All resumes are reviewed by the hiring manager; any candidate who meets the following qualifications is invited to enter into our hiring process:

- Current First Aid/CPR Certificate
- Valid Drivers License
- High School Diploma
- Law & Security Diploma or Equivalent
- Eligibility for Special Constable Status

Our hiring process involves the applicant's successful completion of a number of steps. It begins with the applicant attending the university to participate in an information session about our department and the recruitment process. At this information session, attendees need to provide proof of their minimum qualification and submit a brief essay on a variety of topics related to community based policing in a university environment. The attendees are also expected to complete a variety of written tests which demonstrate their skills in the areas of general composition, aptitude and general law enforcement and security knowledge. The applicants need to pass each test in order to be considered for the next phase. All successful applicants are rated and the top candidates are invited back for a panel interview. Following the interview panel, a full background check is completed prior to an offer of employment.

Once a candidate has accepted a job offer, they are provided with further training—this includes both formal training during their 12 month probation period and on-the-job experience. This rigorous hiring process allows us to ensure that we are selecting the best candidates for our university policing environment.

During 2008 Security Services successfully recruited for three additional officers. Ian James was hired as a full time Special Constable and Ian Holley and Greg Chatura were hired as our first part-time officers who are currently working towards their special constable status.



## TRAINING –

In 2008 , the McMaster Security Services Department continued with its ongoing commitment to increasing the professional development of its members. Members of the department participated in the following training sessions throughout the year.

Training Description	Number of Attendees
Asbestos Identification – Health & Safety	1
Bicycle Training - Hamilton Police Service	1
Building High Performing Teams	2
Conflict Resolution	2
Court Paperwork Education – Hamilton Police Service	1
Due Diligence Training	2
Ergonomics – Health and Safety	7
Fire Safety Training – Health and Safety	6
First Aid and CPR Certification	4
Gang Awareness – Peel Regional Police	3
Health and Safety Training Certificate Training	1
Immediate Rapid Deployment Training – Hamilton Police	19
Leading Effective Teams	2
Media Relations Training – Hamilton Police	3
OACUSA – Annual Spring Conference	3
OACUSA – Annual Fall Conference	1
Radar Training	1
Reactor Safety Training	3
Slips Trips and Falls – Health and Safety	5
Use of Force Training - Hamilton Police Service	18
Violence in the Workplace – Health and Safety	4
WHMIS	11



## UNIFORMS AND EQUIPMENT -



McMaster University is able to purchase uniform equipment from the Hamilton Police Service. This arrangement began in 2006 and is working quite well for both services. This agreement reduces costs for McMaster University and allows us to supply equipment to new recruits and replacement uniforms to existing officers without the delay of external procurement. It also provides consistency, quality and service to our staff.

McMaster Special Constables are uniformed in navy blue pants with red stripes and light blue shirts. Officers are also supplied with external carriers for their body armor and two styles of jackets for both winter and summer months.

Personal Equipment includes handcuffs, asp batons and oleoresin capsicum spray (pepper spray).

## VEHICLES -

McMaster Security Services uses two vehicles for patrol duties. In 2008 the university purchased a new Ford Hybrid Escape for use as one of its security patrol vehicles. This is part of the university's commitment to lowering its carbon foot print. So far the Escape has fit into its new role fairly well. We continue to use a 2005 Chevrolet Impala as our second patrol vehicle. It is our intention that in 2009 our Chevrolet impala will be replaced with another environmentally friendly alternative vehicle.



## BICYCLES -

McMaster Security Services encourages all officers to join the bicycle patrol unit. This unit presently has a membership of eight special Constables who have all undergone bicycle training with the Hamilton Police.

Our bicycle patrol unit operates 24 hours a day, 365 days a year, weather permitting, as we sometimes find heavy snow, ice and extreme temperatures difficult to ride in. The bicycles are primarily relied upon during the summer months as they typically provide a decreased response time to calls and increased visibility on the campus.



Presently we have four Specialized patrol bikes in service. We replace one bike per year so each bike remains in service for an optimum four year "life cycle."

## COMMUNICATION CENTRE -



The McMaster University Security and Parking Services Communications Division has become an extremely large and elaborate part of our Department as a whole. We utilize the expertise of four full time Dispatchers who monitor all of the various systems that have now been incorporated into the Dispatch area.

Four Lost and Found Students assist us in maintaining lost and found property as well as with monitoring the Closed Circuit Television System. The Dispatchers operate on a 24/7 basis with our Constables who are also fully trained in

Dispatch. During any shortages Constables use their training to assist with Dispatching.

When dealing with the McMaster campus we use two different control/computer systems to monitor the activity on campus. These systems are the Axiom and the Siemens system which together account for in excess of 6000 alarm points—some of which include building fire, panic, utility, intrusion, temperature, gas, glass breaks along with PC Tab alarms. Working alongside these systems we have another computer system that is responsible for the monitoring and answering of our 40 Emergency Phones situated throughout the Campus. A new system has also been integrated within the Dispatch area, that being the new Parking “Zeag” system which is responsible for monitoring and assisting all people arriving or leaving the University that have utilized a Parking area. The Dispatcher is also responsible for monitoring a Radio Base set which has five different radio frequencies. This is monitored along with 391 cameras and 14 different phone lines.

During the course of an average day it would not be unreasonable for the Dispatcher to have answered, acknowledged or cleared at least 1000 radio calls/phone calls/or alarm points along with monitoring the numerous cameras that are displayed on 5 different monitors around the Dispatch desk. In addition, Dispatchers triage and assist the continual stream of people walking into the Security Office looking for assistance of various kinds.

In 2008 we began using a new recording system to track and record all phone calls and radio communications in our dispatch centre. During the 2008 calendar year, we recorded the following:

- 62,909 radio communications on our security radio channel
- 23,774 radio communication on our parking officers radio channel
- 37,531 phone calls into our communication centre

## CRIMINAL INCIDENTS

Security Services conducted 527 investigations under the Criminal Code of Canada during 2008. This is a decrease from the 544 investigations that were completed in 2007. Hamilton Police are notified of all major incidents and partner in the investigations as per our Special Constable working agreement.

	2005	2006	2007	2008
Assaults Total	28	18	31	29
Bomb Threats	0	1	4	0
Breach of Recognizance	0	0	2	3
Break and Enter/Attempts	20	15	10	26
Disturbances	20	21	25	19
Frauds Total	51	32	38	18
Harassing Phone Calls & Email	21	10	9	9
Harassment/Sexual Harassment	23	9	30	17
Impaired Driving	1	3	2	2
Inciting Hate	2	1	2	2
Indecent Act	3	4	0	2
Industrial Accidents	4	0	0	0
Mischief	84	112	106	112
Obstruct Peace Officer	5	2	1	4
Possession of Child Pornography	0	0	0	2
Public Mischief	0	0	0	4
Robbery	0	0	0	1
Sudden Death & Attempt	0	2	0	2
Theft/Possession	234	279	270	258
Threatening	0	8	13	15
Weapons Offenses	0	2	1	2
Totals	496	519	544	527



## Provincial Statutes

	2005	2006	2007	2008
<b>Liquor License Act</b>	<b>112</b>	<b>90</b>	<b>101</b>	<b>101</b>
- Intoxicated in Public	19	11	18	12
- Have or consume in public	54	37	37	43
- Alcohol accessible to driver	2	4	1	0
- Public Nuisance	5	5	1	0
- Possession of alcohol	5	9	4	2
- Under 19 years	27	24	40	44
<b>Trespass to Property Act</b>	<b>51</b>	<b>63</b>	<b>78</b>	<b>78</b>
- Enter when prohibited	16	10	9	14
- Fail to Leave	10	21	22	51
- Prohibited Activity	9	15	25	10
- Trespass at night	1	0	0	1
- Trespassing	15	17	22	2
<b>Mental Health Act</b>			<b>17</b>	<b>19</b>
<b>Totals</b>	<b>163</b>	<b>153</b>	<b>196</b>	<b>198</b>

## Federal Statutes

	2005	2006	2007	2008
<b>Possession &amp; Trafficking of Drugs</b>	<b>39</b>	<b>34</b>	<b>58</b>	<b>45</b>
- Trafficking Cannabis	4	2	1	1
- Possession Cannabis	35	29	53	44
- Possession other drugs	0	2	1	0
- Possession Restricted Drugs	0	1	0	0

## COURTS -

In 2008 McMaster Security Services filed 35 criminal court cases involving the following criminal charges:

<b>Criminal Charges</b>	<b>Number of charges filed</b>
Assault – level 1	3
Assault - Peace Officer	4
Assault – Weapon	1
Breach of Undertaking	2
Break and Enter	1
Controlled Drug and Substance Act	1
Dangerous Drive	1
Disturbance	1
Fraud	2
Impaired Driving	1
Impersonation	1
Mischief	4
Obstruct Peace Officer	3
Offensive Weapons	1
Possession of Stolen Property	3
Resist Arrest	1
Theft under \$5000.00	4
Threatening	1

Many of our criminal incidents involve students who are required to abide by the regulations outlined in the Student Code of Conduct and Residence Code of Conduct. Together, these codes were created to promote the safety and security of all students in the McMaster Community and to encourage respect for their own and others' property as well as the Laws of the Land.

Minor offences are investigated and adjudicated as required by the Student Affairs Investigating Officer. Major offenses may result in a hearing with the Judicial Administrator. Any student found in violation of these acts can face the following sanctions: written warnings, community service, behaviour contract, fine, suspension, or eviction.

## EMERGENCY PREPAREDNESS -



In 2008 we published a lockdown and violent crisis brochure for students which were mailed to all first year students, delivered to all residence students in addition to being provided to all students during registration and at the bookstore during textbook purchases.

We also published a larger, more comprehensive Emergency Procedures Guidebook for staff and faculty which has been widely distributed and posted throughout working area on campus. An electronic version of the guidebook is available online at <http://emergency.mcmaster.ca>

Online training for Lockdown and Active Violence for staff and faculty is also available on the emergency guidebook web page.

Security Services has Followed through with numerous recommendations from training completed with the Hamilton Police in the fall of 2007. Security Services has purchased full dynamic entry kits and ballistic shields for each of the security patrol vehicles and McMaster Security Officers have all attended a half-day Immediate Rapid Deployment training with the Hamilton Police. This training will be reinforced and upgraded annually during use of force requalification.

During the summer of 2008, we have installed "Lockdown" instruction postings in every classroom on campus and we also labeled the inside of every classroom doorway to assist people talking with Security on the phone describe their location.



## Emergency Alert Systems



Sirens are purchased, and installation has begun. There are concrete bases poured for two poles, and an assessment underway to determine a suitable rooftop location for a third siren. The siren "wail" will be a signal for "lockdown" and the voice messaging capability of the sirens can be used for other emergencies.

We are in the process of selecting a vendor to expand the network of LCD screens campus wide. When complete, all screens on campus, including the existing "R.I.S" and other screens at DBAC, DSB and Mills Library will all be configured to receive and display emergency alerts and instructions from the Security Office.

## Emergency Notification

We have been using the "3N" notification system for several months to communicate with first responders and crisis managers and are now confident that we can expand the system to include emergency notification for all students and staff in September 2009. Students who wish to receive emergency notifications will be able to provide a cellular phone number via the student Portal. In the event of an emergency, the Security Office or delegated University Manager will be able to send a message to everybody enrolled in the system. Emergency messages on a large scale will be sent via email to all McMaster accounts as well as via SMS/text message to cellular phones.



## LOST AND FOUND



Security Services is the lost and found center for the McMaster campus. We handle thousands of lost and found items annually. All items are catalogued and entered into our database by our Lost and Found Students. These students check all found items to determine if an owner can be identified.

We also maintain a list of all items that have been reported lost and try and connect the items with their proper

owners through the information that they provide us via an online "Lost Form," available through our website. This online form was implemented in 2007 and has significantly helped us provide more efficient customer service.

In 2008 we handled 1727 property items and were able to return 350 of those items to their owners. The items that we were unable to return to their owners were donated to charity or sold at our annual lost and found sale held every September. In 2008 \$1082.45 was raised through this sale to support Campus Crime Prevention Programs and to maintain the Lost and Found Program.



## TECHNOLOGIES -



As technology advances and new products come to the marketplace, McMaster University Security Services in conjunction with McMaster's University Technology Services actively attempts to expand and improve our resources in order to prevent crime and perform investigations.

Over the past twelve months, McMaster University has added 72 additional access points on campus, raising the current amount to 650. An access point includes security measures like card readers or door alarms which provide additional security to an area. With these technological advancements, the need for computer and audiovisual equipment increases. In response to this, McMaster University recently added 444 security inputs bringing the amount of monitored inputs to 3702. Security Inputs are alarm systems that are added directly onto a piece of equipment letting us know if that equipment has been moved or tampered with, instantly.

A good security system is transformed into a great security system with the addition of CCTV cameras. Over the past year 128 cameras have been added for monitoring by McMaster University Security Services. This brings the total number of cameras available for viewing and recording to 391.



In 2008 our security technologies assisted us with the successful conclusion to an arson in a residence building which resulted in significant amount of damage to the building.

## CRIME PREVENTION PROGRAMS -



In 2008 the Crime Prevention Office continued to be a valuable resource to McMaster University and Security Services. The Crime Prevention Sergeant and Community Resource Officer worked closely with Residence Life staff, Environment and Occupational Health Support Staff, the Student Walk Home Attendant Team, the Emergency First Response Team, the Society of Off Campus Students, the

McMaster Students Union and other members of the McMaster Community in order to promote safety and security for all.

In 2008 the Crime Prevention Office completed over 22 seminars on a variety of topics such as Property Protection, Personal Safety at Work as well as other sessions regarding security and safety. The Crime Prevention Office also actively participates in eleven different committees on campus.

Security Services participates in many information fairs where information is shared directly with the student body and prospective students. In 2008 Security Services participated in over 10 fairs, such as May at Mac, Welcome Day, and the Annual Alcohol Fair.

Another significant area of the Crime Prevention office is Committee Membership. Committee Membership provides an opportunity for Security Services to be a part of the university policy department and programs.

Lastly the Crime Prevention Division maintains two educational bulletin boards which are updated weekly with new and relevant security information for community members. This division also created and maintains the security services website; moreover, the Crime Prevention Division prepares and produces a weekly crime report for the student newspaper and departmental website.

## **CPTED -**

CPTED, Crime Prevention through Environmental Design, is an approach to planning and development that reduces opportunities for crime. The simple CPTED principles of detect, deter and delay have been embraced by the McMaster Community.

CPTED can reduce crime and fear through establishing safe territories, maintaining surveillance, placing potentially unsafe activities in safe locations, installing access control systems, regular maintenance, and proper design of an area with safety in mind.

Security Services currently has two staff members who are certified in conducting CPTED audits and assessments: Sgt Cathy O'Donnell and S/Cst Shawn MacLeod. Throughout 2008 many office areas, departments and buildings of the university were audited and recommendations made under the CPTED model. Sgt O'Donnell also worked with the Construction and Planning Department to ensure that new construction was being planned with the CPTED concept in mind. The new engineering building was building using this model and is expected to open to students in 2009.



## EMERGENCY PHONES –



McMaster Security Services receives and acknowledges all requests through the campus emergency phones. Presently on the campus there are 40 emergency phones which Security Services tests on a regular basis.

In 2007 Security Services began a partnership with University Technology Services and Facility Services to evaluate our current emergency phone program and to ensure that we are using the best technology and infrastructure to provide the best service possible. This review is still continuing and a new emergency phone system, complete with additional phones, will be installed in 2009. These new phones will be equipped with Public Address Systems as well as CCTV cameras to increase the CCTV coverage on the campus.

## **WEBPAGE -**

[www.mcmaster.ca/security](http://www.mcmaster.ca/security)

Security Services has an active webpage with over 100 pages of resources for the entire McMaster Community. This website provides the opportunity for people to get hands-on information whenever it is convenient for them as well as providing access to frequently asked questions, online crime reporting, anonymous crime reporting, and the reporting of lost items. Visitors can also check to see what security was involved in on a weekly basis.

The crime prevention area of the website is the most active as it houses all of our research material and publications, including our brochures which are all updated regularly. We also offer online education in the areas of drugs, alcohol, identity theft and counterfeit currency detection.

During 2008 our website received 806,243 “web hits” resulting from 62,288 web sessions. A “web hit” is any successful request to a web-server from a visitors browser. A “web session” is a series of hits to your site over a specific period of time by one visitor. Our records indicate that the average length of a session on our website is 7 minutes.

## **ASSOCIATIONS -**

In order to continually be current and up to date regarding the environment around us, Security Services maintains active memberships in a variety of associations. In 2008 members of the department were also members in the following associations:

### ***CPTED Ontario (Crime Prevention Through Environmental Design)***



CPTED Ontario was formed to promote the understanding and implementation of CPTED principles to create safer communities in Ontario. Specifically, CPTED Ontario addresses community safety through the identification of crime issues and promotion of CPTED solutions. A "partnering against crime" approach is the key to the organization's efforts to establish partnerships, communications and co-ordination with the general public and stakeholders, and ownership of community-based CPTED initiatives. Security Services is a member of this organization and enjoys regular newsletters and invitations to the annual CPTED conference.

### ***Golden Horseshoe Crime Prevention Association (GHCPA)***



Sgt. Cathy O'Donnell is the current President of this organization which is an organization created for Crime Prevention Practitioners from throughout the Golden Horseshoe; this area includes Brantford, Halton Region, Hamilton, Niagara Region, OPP, RCMP, Guelph and the Waterloo Region. This organization meets monthly to share personal insight and to listen to guest speakers on a variety of crime prevention topics.

### ***International Association of Campus Law Enforcement Administrators (IACLEA)***



IACLEA is an association that advances public safety for educational institutions by providing educational resources, advocacy, and professional development services on an international level. McMaster Security Services has one member of this association who attends annual conferences in order to share information with other campus law enforcement agencies.

### ***International Society of Crime Prevention Practitioners (ISCPP)***



ISCPP is better known as the “Crime Prevention People”. This organization shares crime prevention information internationally via regular newsletters and listserves. It also hosts bi-annual symposiums where members can get together, share information and learn from a variety of guest speakers.

Currently McMaster Security has one member of this organization, who also holds the designation of International Crime Prevention Specialist (ICPS).

### ***Ontario Association of Chiefs of Police (OACP)***



Security Services holds a membership in the OACP. This membership provides an invitation to an annual conference which is held each June and provides the members with an opportunity to debate and discuss current issues, participate in seminars, and receive reports from operating committees outlining programs and projects carried out within the Province. Conferences provide an

opportunity for professional training and development. Is it the voice of Ontario Police leaders.

### ***Ontario Association of College and University Security Administrators (OACUSA)***



McMaster Security Services has an institutional member of OACUSA as well as two associate members. OACUSA is an organization that strives to promote a safe and secure learning and working environment and to enhance the safety of persons and security of property at Ontario Colleges and Universities. This Association is made up of approximately 70 members from colleges and universities from across Ontario. This group meets semi-annually to share information and provide a forum for guest speakers and additional learning.

## COMMENDATIONS -

In 2008 Director of Security Services, Terry Sullivan acknowledged the exceptional work of the following Security Staff who had gone above and beyond the call of duty during the following incidents:

<i>S/Cst Krista Paolini</i>	for her dedication and teamwork in an investigation into a number of theft incidents on campus. She developed partnerships with retail stores both on and off campus to gather more evidence which resulted in a successful arrest and conviction
<i>S/Cst Robert Nunn</i>	for his commitment to teamwork in an investigation into a number of theft incidents on campus. He assisted in gathering of evidence which resulted in a successful arrest and conviction
<i>S/Cst Patrick Cole</i>	for his dedication and teamwork in an investigation into a number of theft incidents on campus. He assisted in gathering of evidence which resulted in a successful arrest and conviction
<i>S/Cst Kelly McKee</i>	January 28 – for demonstrating leadership and case management in a fraud investigation which lead to an additional investigation and arrest for drugs offenses.
<i>S/Cst Krista Paolini</i>	March 3 – using her exceptional observation and investigation skills, she was able to track damage in a parking lot, to a motor vehicle accident where the driver was suffering from a medical condition.
<i>S/Cst Patrick Cole</i>	March 3 – using his exceptional observation and investigation skills, he was able to track damage in a parking lot, to a motor vehicle accident where the driver was suffering from a medical condition.
<i>Emily Heikoop</i>	June 25 – Working as a dispatcher, she was able to obtain accurate and quick information on a bike theft in progress with a fleeing suspect. Using two different radio systems, as well as CCTV system, she was able to coordinate a team approach to a successful arrest of a suspect



<i>S/Cst Melanie Hayter</i>	June 25 – working a member of team she was able to respond quickly to a arrest a suspect who was fleeing after attempting to steal a bicycle on the campus
<i>S/Cst Tamara Fleming</i>	June 25 – working a member of team she was able to respond quickly to a arrest a suspect who was fleeing after attempting to steal a bicycle on the campus
<i>S/Cst Sean Connolly</i>	June 25 – working a member of team he was able to respond quickly to a arrest a suspect who was fleeing after attempting to steal a bicycle on the campus
<i>S/Cst David Noble</i>	July 22 – using his exceptional observation skills, he was able to identify and arrest a male who was on the campus with a large amount of drugs as well as break and enter tools on his possession.
<i>S/Cst Mark Smith</i>	August 5 – using exceptional attentiveness and thoroughness, he was able to quickly locate a male who had left a Hamilton medical facility and was in need of medical care
<i>S/Cst Tyler Rogers</i>	August 5 – using exceptional attentiveness and thoroughness, he was able to quickly locate a male who had left a Hamilton medical facility and was in need of medical care
<i>S/Cst Robert Nunn</i>	November – demonstrated commitment and dedication while working closely and diligently with Hamilton Police to successfully complete a substantial investigation into an arson in a residence building. This investigation resulted in a suspect being arrested

*S/Cst Sean Connolly*

October 30 – responded quickly and efficiently to a call of a male on campus with a firearm. He was able to quickly locate the male and in a safe manner he was able to determine the firearm was a paintball gun. This incident was handled quickly before any disruption to the campus community was made.

*S/Cst Tamara Fleming*

October 30 – responded quickly and efficiently to a call of a male on campus with a firearm. She was able to quickly locate the male with her team mates and determine the firearm was a paintball gun. This incident was handled quickly before any disruption to the campus community was made.

*S/Cst William Watts*

October 30 – responded quickly and efficiently to a call of a male on campus with a firearm. He was able to quickly locate the male with his team mates and determine the firearm was a paintball gun. This incident was handled quickly before any disruption to the campus community was made.