

UNIVERSITY SAFETY

# 2020 ANNUAL REPORT



UNIVERSITY SAFETY  
THE UNIVERSITY OF UTAH



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# LETTER FROM THE CSO

As the University of Utah's inaugural chief safety Officer, I was honored to build a solid foundation for University Safety. As I leave to fill the role of inaugural vice president for public safety and chief of police at Michigan State University, I am confident the U's safety efforts are in good hands.

Incoming interim CSO Keith Squires has a strong background in public safety leadership, with a focus on community engagement, victim support, and transparency. He served as commissioner of public safety for the state of Utah under two governors, has more than 30 years of law enforcement experience, and was pivotal in bringing proactive education and training resources to Salt Lake Community College and other campuses in the West.

He will be well-supported by the leadership team that was put into place in 2020. During the past year, I reorganized safety functions and added new leadership positions throughout the department. These efforts were designed to increase capacity, improve accountability and transparency, and better meet the needs of the U community. Under the new structure, the CSO oversees five operational divisions: University Police, Emergency Services, U Health Security, Campus Security, and Community Services. A new administrative office is responsible for strategic initiatives and planning, marketing and communication, relationships with external public safety agencies, public safety committee management, community engagement, and security and law enforcement technologies.

Collectively, we are working toward achieving national accreditation, which requires that we meet a set of professional standards and adhere to best practices related to health, safety, and security procedures. We are also working on a new building, which will open in the next year, and we established two new committees to ensure broad representation in public safety decision-making.

These efforts place the U in a strong position to evolve safety efforts to best serve its unique community and to become a model for safety in higher education. I look forward to watching from a distance as the U continues its work toward uniting for a safe and empowered campus community.

**Marlon C. Lynch**  
**Chief Safety Officer**  
**University of Utah**

## A NEW APPROACH TO SAFETY

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In 2020, University of Utah Safety launched a five-year strategic plan to guide safety efforts into the future and provide a foundation for the growing and evolving department. Developed by representatives from across the department, the plan outlines a new vision and mission statement, as well as strategic goals that align with those of the institution.

The plan was reviewed and accepted by the Public Safety Advisory Committee and will be reviewed and updated regularly.

## STRATEGIC PLAN

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### VISION

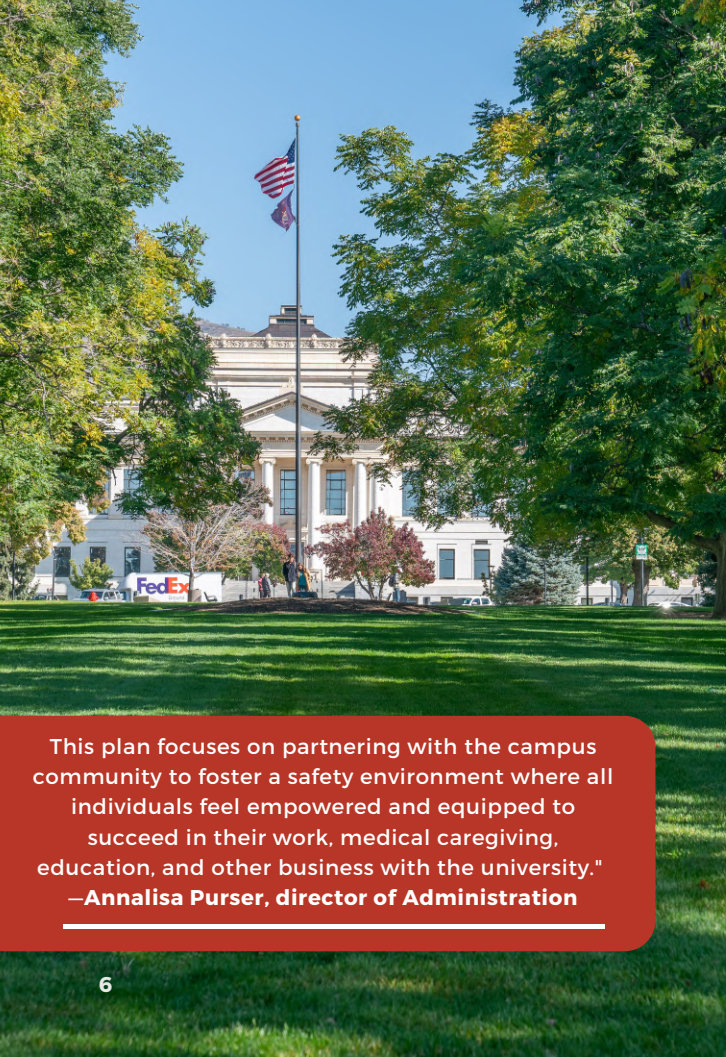
Uniting for a safe and empowered campus community

### MISSION

University Safety cultivates a safe environment by:

- Uniting with the campus community to implement safety programs that meet our community needs
- Respectfully empowering students, faculty, staff, patients, and visitors with education, training, and resources
- Listening to the needs of the campus community with compassion
- Advocating for underserved populations
- Fulfilling our responsibilities with integrity, transparency, and accountability





This plan focuses on partnering with the campus community to foster a safety environment where all individuals feel empowered and equipped to succeed in their work, medical caregiving, education, and other business with the university."  
—Annalisa Purser, director of Administration

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## STRATEGIC PLAN

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### GOALS

Three goals align with the institution's strategic plan to ensure the department remains focused on its mission.

1. Achieve operational excellence
    - Develop, grow, and innovate program and service offerings
    - Improve business processes and systems for consistency and to increase efficiencies
    - Focus on professional standards
  2. Strengthen trust with the community
    - Commit to community service and engagement
    - Strengthen accountability and transparency
    - Support student and community education and development
  3. Invest in talent development and plan for the future
    - Enhance professional development and training
    - Recruit, hire, and retain individuals who support the department's mission and represent the diversity of the community we serve
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2021-2025

# ACCREDITATION

The U is seeking accreditation through both the Commission on Accreditation for Law Enforcement Agencies (CALEA), as well as the International Association of Campus Law Enforcement Administrators (IACLEA). CALEA accreditation is recognized as the “gold standard in public safety” and requires that agencies meet an established set of professional standards and best practices.

The accreditation process began in June 2020 with enrollment in the CALEA program. It is expected to take approximately 36 months and should be completed by mid-2023. IACLEA accreditation builds on this with a few additional requirements specific to higher education and will occur immediately after CALEA accreditation is achieved.

As part of this effort, a Policy Review Committee was established that is working to update policies, processes, and procedures to meet CALEA standards and address circumstances unique to the University of Utah. More than 50 policies will be implemented as part of this process. Once developed, many of these policies will be reviewed by the Public Safety Advisory Committee, which was established in 2020, and consists of students, faculty, and staff.

Accreditation also requires that certain data be collected and made available publicly, that physical facilities meet specific requirements and that personnel meet standards of professionalism, including implementing processes for investigating and addressing unprofessional behavior. As part of the accreditation process, the U has invested in a new public safety building designed to meet CALEA standards.



# NEW BUILDING

Construction on the University of Utah's new public safety building remains on schedule to be completed at the end of 2021.

The new one-story building is located on 500 South, east of Guardsman Way. The structure has been designed to be all-electric to align with campus-wide sustainability goals. It will include an emergency generator and back-up systems to maintain emergency communication functions, data connectivity, and building functionality to primary systems if an outage occurs.

The 24,000-square-foot building will be accompanied by a 2,500-square-foot ancillary/storage structure, as well as a secured parking area for public safety vehicles. The building will house the university's public safety functions in an environment designed specifically to support these operations. The Emergency Communications Center will have a state-of-the-art space to support emergency response and safety monitoring and a multi-purpose room will be used for trainings, meetings, and community events and will provide flexible workspace during crisis situations.

A designated suite within the building will serve victims and other parties in need of assistance. Private interview rooms will be available, as well as a property and evidence room, which is designed to maintain the integrity of those processes.

This building is part of the University of Utah's efforts to achieve accreditation through the Commission on Accreditation for Law Enforcement Agencies. A 2018 independent review also identified a new or renovated public safety facility as one of 30 recommendations to improve campus safety.





# SAFETY COMMITTEES

In 2020, University Safety launched several committees to involve members of the U community in safety efforts.

## **Public Safety Advisory Committee**

The Public Safety Advisory Committee is charged with assisting the chief safety officer with the development of the strategic direction of the department in order to enhance the safety and overall quality of life for the U community.

## **Independent Review Committee**

The Independent Review Committee exists to help ensure confidence in the U's public safety functions by reviewing complaints made against public safety personnel, evaluating the actions of public safety personnel, and when necessary, making recommendations regarding policies and procedures.

## **Surveillance System Administrators Committee**

In accordance with university policy 3-234, the Surveillance System Administrators Committee is charged with establishing the implementation process and procedures, policy goals, and completing the inventory of all existing building access and surveillance systems on campus.

## **Clery Compliance Committee**

The Clery Compliance Committee meets regularly to review and establish procedures and trainings related to the Clery Act, report crime statistics, and compile the annual security report.



## INITIATIVES

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### **Building a bridge**

To support the University of Utah's commitment to safety, diversity, and inclusion, the chief safety officer recently hired a new liaison to coordinate community engagement initiatives with organizations across campus, as well as implement new response protocols developed by the Racist and Bias Incident Response Team. Special Assistant to the CSO Brian Nicholls works closely with Student Affairs and the Office for Equity, Diversity, and Inclusion (EDI) to comprehensively evaluate and improve university safety efforts, including acts of racism and bias. The goal is to facilitate appropriate and timely responses, increase transparency surrounding these incidents, track their status and gather data that can be used to inform future efforts.

### **Integrating students' perspectives**

Two students from the University of Utah's prestigious Presidential Internship in Higher Education Leadership joined the Office of the Chief Safety Officer for fall semester 2020. Presidential intern Sabah Sial worked in conjunction with Director of Administration Annalisa Purser to design a SafeU student ambassador program. Alvin Tsang worked with Director of Campus Security Aerin Washington on policy development as part of the accreditation process.

## ENGAGING THE U COMMUNITY

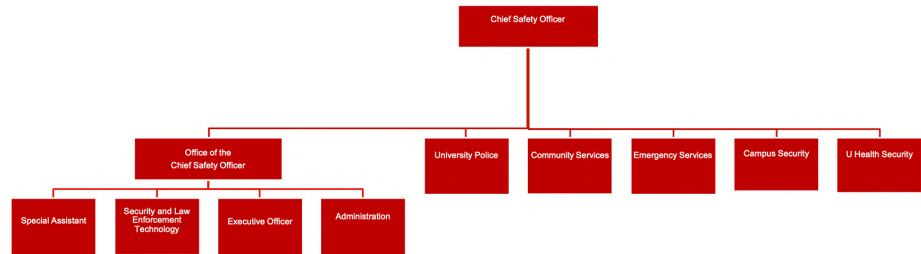
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- In August, University Police invited community members to participate in a four-hour implicit bias training presented by Fair and Impartial Policing. Students and staff had an opportunity to learn along with the police and have a dialogue about the materials presented.
- From Oct. 5 to Nov. 5, University of Utah Safety hosted a Thanksgiving food drive for the Feed U Pantry to support U community members in need. More than 570 pounds of food were collected from donations across the university.
- To engage students, faculty, and staff in safety-related topics, University Safety launched a social media series to recognize team members who demonstrate remarkable compassion and kindness while serving the U community. Monthly posts with the hashtag #ServingWithCompassion showcase anonymous stories about U Police officers, Campus Security and U Health Security officers, social workers, students, and others who exhibit outstanding service.

# UNIVERSITY SAFETY

In addition to overseeing campus-wide safety programs, the CSO supervises public safety operational divisions, which include University Police, Community Services, Campus Security, U Health Security, and Emergency Services.

The CSO also oversees a newly created Office of the Chief Safety Officer. This centralized administrative team is responsible for the department's strategic initiatives and planning, strategic communication and marketing, relationships with external public safety agencies, public safety committee management, community engagement, and security and law enforcement technologies.



# OPERATIONAL DIVISIONS





The division has three units that work to serve and protect members of the U community; the Administration unit, which oversees the day-to-day operations; the Investigations unit, which focuses on investigating and resolving crimes; and the Patrol unit, responsible for making initial contact after dispatchers received a call about a potential crime. University Police provide services 24/7/365, is commissioned by the state of Utah, and includes officers who are POST-certified.

### Highlights

- In 2020, a new position focused on community engagement was created. Associate Director Shawn Bryce engaged with students and campus partners in safety-related events and educational projects. Some of these initiatives included a Safety Fair competition, participation in a Zoom panel on Racism in Higher Education, and educating the U community about various issues, including personal safety, mental health, and self-defense.
- In April, dozens of first responders in police cars, fire trucks, and ambulances paraded by University of Utah Hospital, Primary Children's Hospital, and Intermountain Medical Center to recognize and thank front-line workers for their continued dedication to serving the public during the coronavirus pandemic.
- In July, the Office of Orientation and Transition invited the division to talk about safety with parents of incoming students.
- In August, University Police actively participated in Move-In Week. Officers helped with traffic flow, met visitors, parents, and students, and worked together with campus partners to assist students with COVID-19 testing.
- In December, U Police launched a new website with easy access to services and programs. At [police.utah.edu](https://police.utah.edu), users can request records, register property, schedule an educational presentation, and request support for an event.



More than 50% of U Police officers are new to the U since 2018



All U Police officers completed an implicit bias training in August 2020



Community Services is a new division created in 2020. It is working in tandem with police and campus partners to support victims of all crimes and employs social workers and other professionals who can provide 24/7/365 crisis support to any member of the U community. The division can be reached by calling 801-585-2677 and asking to speak with a crisis support specialist.

In 2020, the division was approved as a practicum site for Master of Social Work students. MSW interns will become part of a flexible and caring team, dedicated to addressing survivors' needs and developing partnerships across campus and throughout the community.

### Highlights

- The creation of the joint response procedure allows the division to work closely with University Police—specifically, with the Patrol unit—responding to crime victims on campus.
- Thanks to a partnership between Community Services and Housing and Residential Education, a crisis support specialist from the team is now living on campus. This enables the team to respond swiftly when a response is needed.
- In October, Community Services crisis support specialists joined the Victim-Survivor Advocacy Resources Zoom Panel to highlight safety resources available on campus.



Community Services supported 100+ victims in 2020



Languages offered:  
- English  
- Spanish





The Emergency Management unit prepares the U community for emergency situations. The Communications Center operates 24/7/365 and answers 911 calls, emergency phones, elevator calls, and the police business lines, dispatching for both Police and Security divisions and providing resources and support for students, faculty, staff, and visitors at the U.

### Highlights

2020 was a busy year with an earthquake, a hurricane-level wind storm, power outages, and the current coronavirus public health crisis.

- With the pandemic, Emergency Services facilitated partnerships with other organizations that experience downstream consequences, including Student Affairs, Academic Affairs, Facilities Management, Housing & Residential Education, etc.
- In partnership with the Hinckley Institute of Politics at the U, Emergency Services leveraged the Hope Corps internship program to support the planning section of the Incident Management Team.
- Emergency Services coordinated and hosted the incident command center for the 2020 Vice Presidential Debate, working closely with local, state, and federal officials on a detailed and successful security plan.



The Emergency Communications Center received 42,948 calls in 2020



Emergency Management dedicated 6,000+ hours to the COVID-19 response during 2020



Campus Security serves the community by monitoring buildings, providing courtesy escorts, and motorist assists.

### Highlights

- Campus Security expanded its fleet, added new officers, and updated training in cardiopulmonary resuscitation (CPR), First Aid, and automated external defibrillator (AED) use, who conduct routine foot patrols in buildings and around campus daily.
- With public health and safety protocols in place, Campus Security provided fingerprinting services to the U community and beyond. Throughout the year, the division assisted 760 users with this service, despite stopping the service for several weeks, due to the COVID-19 pandemic.
- In 2020, security officers assisted 634 motorists who were locked out of their vehicles or needed a jump-start when their car batteries died.



Campus Security performed 1,236 courtesy escorts on campus in 2020



Security officers conduct foot and vehicle patrols around campus 24/7/365



The U Health Security division is responsible for security at University of Utah Hospital. Security officers work 24/7/365 and patrol all areas, including buildings, parking structures, and research facilities.

### Highlights

- In 2020, U Health Security expanded its services to the new Acute Critical Care and Rehab buildings on the health campus.
- During the coronavirus pandemic, the division increased its staffing to serve testing locations and update patient and visitor flow in order to meet public health guidelines.
- In June, Chris Snyder, manager of specialized services for U Health Security, was featured on the Healthcare Security Cast to share lessons learned and best practices for developing an invaluable security program. The podcast, hosted by leading security expert Brine Hamilton, provides insights from respected industry leaders and discusses the International Association for Healthcare Security and Safety.
- U Health Security completed nearly 50 risk assessments and trained officers and staff on use of personal protective equipment (PPE), crisis intervention, workplace violence, and healthcare defensive tactics.



U Health Security conducted 25,704 patrols in 2020



The division trained 700+ clinical and non-clinical staff in 2020



## UNIVERSITY SAFETY



