The Department of Safety & Security provides a comprehensive approach to our safety and security services and each year we take opportunities to evaluate and improve our services to the community. Our goal has always been to provide best in class safety and security services that strengthen our community partnerships, streamline our services, improve our technology and help contain costs. This annual report highlights the many achievements made by our staff and our individual units in realization of those goals.

While 2020 was a year in which our priorities shifted to address the immediate and long term challenges of the COVID-19 Pandemic, our department continued to provide core safety services while launching several new initiatives. In addition to the 2020 achievements featured in this annual report, I want to take a moment to highlight three major accomplishments:

- **The Office of Emergency Management** took on significant responsibility for the management and coordination of the initial COVID-19 response. In addition, our personnel successfully implemented and operationalized the University’s first contact tracing team which was an integral function of the safe return to campus;

- **The Office of Environmental Health & Safety** created a university wide COVID-19 safety training program and reporting mechanism for COVID-19 safety concerns through the use of UCAIR; and

- **The Campus Safety Division** worked closely with K-12 leaders to adopt and implement new school security policies and procedures to allow for the safe return of students, staff and faculty to Laboratory and Charter Schools.

I am proud of our accomplishments in 2020 and I look forward to building on this work in the next year and beyond.

Eric M. Heath
Associate Vice President for Safety & Security
MISSION

The Department of Safety & Security is dedicated to promoting a safe and secure environment in which knowledge may be freely and rigorously pursued. To achieve this mission, we call upon our collective skills.

RISE

RESPECT

Engage members of the diverse community with dignity and compassion

INTEGRITY

Perform our duties with an unwavering commitment to a code of honesty

SERVICE

Serve with creativity and competence, and actively contribute to the well-being of our community through the understanding of its needs, values, and goals

EXCELLENCE

Strive for the highest of standards in our work every day
WHO WE ARE

The Department of Safety & Security is comprised of these areas:

- Accountability and Clery Compliance
- Campus Safety
- Emergency Management and Communications
- Environmental Health and Safety
- Professional Standards and Training
- Protective Services
- Security and Law Enforcement Services
- Security Services
- Transportation & Parking Services
- University of Chicago Charter School Security
- University of Chicago Laboratory Schools Security
- University of Chicago Police Department
OUR COMMUNITY

The University of Chicago is located in the Hyde Park community on the south side of Chicago. The Department of Safety & Security serves Hyde Park and portions of neighboring communities such as Kenwood, North Kenwood, Oakland, and Woodlawn.
DEPARTMENT DIVERSITY

Like the city of Chicago and the community we are located within, the Department of Safety & Security and the University of Chicago Police Department represent a diverse group of individuals. The diversity of our staff aligns with our mission and the values of the University of Chicago.
Recommendations to Covid-19 positive UChicago affiliates

Recommendations to close contacts of Covid-19 positive UChicago affiliates

Calls received to the Emergency Communications Center

UCAIR reports processed since March 2020 related to COVID-19 public health concerns

BYS THE NUMBERS

900

900

1122

1081

14,268

1,635

63,350

31,905

145

503

66%

31,905

UChicago Safe App Users

Of crimes against persons cleared by UCPD

UCAIR reports processed since March 2020 related to COVID-19 public health concerns

Calls received to the Emergency Communications Center

EHS Training Courses completed

Life Safety Inspections Performed

Security technology projects

Work requests completed by EHS staff

BY THE NUMBERS
Campus Safety helped develop security protocols for Laboratory Schools that assisted in bringing N-2 students back in person into two separate buildings. Our community service officers, and school resource officers worked to implement plans that successfully provided a safe environment for approximately 800 students over the two campuses. This included changes to traffic patterns and providing a security presence in outdoor areas that were more heavily used. Campus Safety assisted with curbside pick-ups, in-person meetings of other grades who were mostly remote, and, for the class of 2020, providing security and traffic assistance for their diploma pick-up.

Charter School and Laboratory Schools began the accreditation process with the Commission for Law Enforcement Accreditation (CALEA). Charter Community Service Officers also completed mental health training in the fall of 2020.

In 2020 the Campus Safety Division made a significant shift in card access and electronic door controls. In partnership with various campus partners, a series of changes were implemented to ensure that buildings were secure. During University closures Campus Safety also ensured that essential personnel had the access they needed to function in their respective areas. New processes were developed to fine-tune building access and data sharing with the various resumption committees.

Significant efforts began as part of the Datacenter Rationalization Plan. Campus Safety partnered with software providers and ITS begun preparations to move several systems over to central ITS datacenters. This move will increase the efficiency of support operations in several key areas while also decreasing server costs.

The Department of Safety & Security continues to replace older models of cameras with newer and more modern options. These newer cameras bring better frame rates, higher resolution, and enhanced picture quality in low light situations while also leveraging the latest compression methods to reduce network traffic.
Emergency Management worked with campus departments to update the University’s Communicable Disease Hazard Specific Plan and organized the initial response to the COVID-19 pandemic. Additionally, Emergency Management designed a Situation Overview and Contingency Planning document to ready University leadership to respond to unique challenges presented by a worldwide pandemic.

Emergency Management also set up an emergency hotline to address questions from the UChicago community related to the pandemic response. This included inquiries related to the spring closure of on-campus housing and instructional activities; inquiries related to the return to campus in the fall quarter including COVID-19 testing and social distancing requirements; and finally, inquiries related to vaccine availability, appointments, and potential side effects.

As a prerequisite for the University opening, Emergency Management was asked to create and manage a contact tracing capability for the University. Emergency Management created policies and procedures that managed the day-to-day operations for contact tracing, hired and trained seventeen staff members, provided recommendations to students, faculty, staff, postdoctoral researchers, other academic appointees and other affiliates on campus, and engaged with University of Chicago Medicine for clinical guidance and best practices.

Finally, Emergency Management served as a resource in providing contact tracing training and/or procedures to the Marine Biological Laboratory, the Francis and Rose Yuen Campus in Hong Kong, the Booth School of Business’ London Campus, and University of Chicago operations at the France Chicago Center.
ENIRONMENTAL HEALTH AND SAFETY

ADAPTATION AND COLLABORATION

The Return-to-Campus COVID-19 General Safety training curriculum for the University’s Resumption of Operations was developed and implemented by Environmental Health and Safety (EHS). EHS also supported Campus and Student Life, the Laboratory Schools, and Charter Schools in the development of their COVID-19 training. These programs used our training as the foundation.

Also in 2020, EHS worked collaboratively with the Office of Research Safety and IT Services to modify UCAIR (Accident/Incident Reporting System) to be used as the tool for reporting COVID-19 public health concerns across campus.

EHS supported the Procurement Services plan to store and deploy bulk quantities of disinfectant and cleaning supplies to combat COVID-19 including identification of appropriate storage locations, review of product effectiveness, and the creation of product guidance documents.

A customized tent inspection form and automated corrective-action process was created by EHS to ensure fire and life safety was continuously maintained in the temporary tents installed across campus.

Adam Santos demonstrating how to properly don and doff a cloth face covering.
In 2020, Environmental Health and Safety (EHS) supported the opening of the Student Wellness Center, Rubenstein Forum, and Woodlawn Residential Commons. Dashboards were designed to track accident and incidents on campus (injuries, fires, spills, water intrusion, miscellaneous property damage.)

A respiratory protection training and fit testing for employees performing operational tasks with occupational exposure to COVID-19 was provided by Environmental Health and Safety (EHS).


Screenshot of the new Event Tracking Dashboard in EHSA, which summarizes all UCAIR Events.
TRANSPORTATION & PARKING

TRAVELING & PARKING SAFELY

In 2020, Transportation & Parking Services responded to the challenges of the COVID-19 pandemic in a variety of ways. Our parking operations were minimized as a result of the various work from home and online learning scenarios that occurred through the year. We implemented open parking at the beginning of the pandemic to assist those critical workers who needed access to parking but weren’t regular permit holders. Once we returned to permitted parking, we implemented daily parking permit options, in an effort to provide more choice for permit holders who were coming to campus on a reduced basis.

Our Transit operations were also impacted by the reduced ridership, masking, and social distance requirements. We maintained all service, but with a reduced schedule, in order to minimize financial impact. We reduced headways on both University CTA routes and University Shuttle routes. Additionally, we installed partitions around our shuttle drivers, and limited ridership to 15 riders per shuttle, with seating available in every other row. At the beginning of the pandemic, we assisted the Office of Civic Engagement and UChicago Dining with the delivery of meals to under-served populations within the South Side community.
Three UCPD recruits completed the CPD Metro Police Academy in 2020, which includes 676 hours of training, rather than the State-mandated minimum of 560 hours. In addition, all active sworn personnel completed eight State-mandated in-service training programs that include annual firearms qualification and training and biennial training in weaponless control techniques, baton and oleoresin capsicum spray. State-mandated training also included Constitutional Policing, Procedural Justice, Civil Rights, Human Rights and Cultural Competency.

UCPD sworn personnel also are trained in Integrating Communications, Assessment and Tactics (ICAT) Training. ICAT provides police officers with the tools, skills, and options they need to safely defuse a range of critical incidents where subjects are behaving erratically and often dangerously but do not possess a firearm. ICAT’s guiding principle is “The sanctity of human life should be at the heart of everything an agency does.” As of 2020, 76% of UCPD personnel have been ICAT Trained.

In January 2020, UCPD launched a new training initiative with Bias Sync. Bias Sync is the first science-based assessment and development software solution designed to help organizations reduce the negative impact of unconscious bias with a purpose to create more fair and respectful workplaces.

Bias Sync pairs online assessments of unconscious bias and related cognitive processes in individuals with interactive, video-based professional development content to educate employees and ultimately mitigate the impact of bias. In addition to baseline training, monthly follow-up training by all personnel is also completed.

UCPD continues to be conscious of climate change and the health of the environment. In 2020, two electric vehicles and five hybrid vehicles were added to the UCPD fleet.

Through the uncertainty of a pandemic and during a call for national police reform the University of Chicago Police Department provided consistent and superior service to the community.

UCPD created a Telephone Reporting Unit (TRU) at the police facility or available remotely. The TRU routinely completes written reports which do not require the presence of a police officer. They are generally restricted to non-crime reports and property crimes where there is no physical evidence, and the suspect is not known or is no longer at the scene.
2020 was a challenging year requiring an all-in approach to reducing crime utilizing statistical data, traditional crime mitigating methods, and community education. It was also rewarding in instances of supporting the community as they challenged social imbalances though demonstrations and inquests for police accountability. Our officers are committed to providing high quality service that is inclusive to all the members of our community. The University of Chicago Police Department employs some of the best professionals in the industry with a requirement that you must at least have a bachelor’s degree to apply.

Through policy development and best practices, UCPD had already instituted many important reforms sought by community activists.

• The **2020 Presidential Executive Order** called for duty to intervene, if an employee uses excessive force. The UCPD already instituted this reform in February 2011.

• The **2020 Presidential Executive Order** called for prohibition against chokeholds unless deadly force is authorized. The UCPD already instituted this reform in February 2017.