

SCFP SUBCOMMITTEE ON TWIN CITIES FACILITIES AND SUPPORT SERVICES
(STCFSS)
MINUTES OF MEETING
NOVEMBER 16, 2004

[In these minutes: Department of Public Safety Update]

[These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate or Twin Cities Assembly; none of the comments, conclusions or actions reported in these minutes represent the views of, nor are they binding on, the Senate or Assembly, the Administration or the Board of Regents.]

PRESENT: Calvin Alexander, chair, Dan Allen, Steve Fitzgerald, Laurie Scheich, Steve Spehn, Gary A. Davis, Gordon Girtz, Brian Horgan, Gary Jahn, George Wilcox, Dayo Lawal

REGRETS: Carrie Meyer, Richard Straumann, Peggy Johnson, Patrice Morrow, Jennifer Hannaford

ABSENT: John Adams, Lorelee Wederstrom

GUESTS: Terry Cook, Director of Emergency Management; Greg Hestness, Chief of Police; Bob Janoski, Director of Central Security; Kathleen O¹Brien, Vice President of University Services

I). Professor Alexander called the meeting to order and introduced today¹s guests: Terry Cook, Director of Emergency Management; Greg Hestness, Chief of Police; and Bob Janoski, Director of Central Security. Professor Alexander also introduced a new student member, Dayo Lawal.

II). Chief Hestness began by explaining how the Department of Public Safety is structured. The Department of Public Safety consists of the Police Department, the Department of Emergency Management (DEM) and the Department of Central Security (DCS).

The Police Department operates like many municipal police departments, but there are differences as well. Examples of University Police Department responsibilities include:

- o Operates an Emergency Communication Center (911). Recently, the University Police Department received a grant to accept 911 cellular calls from campus. This

is anticipated to increase the volume of work for the Department. Currently, these calls are routed through the Minneapolis Emergency Communication Center before being forwarded to the University.

- Responds to traditional 911 calls on Campus Cluband in the immediate campus neighborhoods.
- Conducts secondary investigations.
- Provides crime prevention programming and education.
- Oversees and manages the Security Monitor Program.
- Provides security at events on campus e.g. athletic, high profile speakers, etc.
- Enforces traffic control and parking ordinances.

The Police Department has 43 sworn officers with approximately 19 support staff and the equivalent of 60 FTE students that work in the Security Monitor Program.

Additional work activities in 2004 have included:

- Partnership building with various University departments e.g. Office of Multi-Cultural and Academic Affairs (OMAA), AHC.
- Cultivating off-campus relationships.
- Collaborating with the Minneapolis police to conduct joint details to inform students that the big house parties around campus reflect poorly on the University.

The Department of Emergency Management (DEM) is another office, which falls under the domain of the Department of Public Safety. Examples of DEM responsibilities include:

- Develop an all hazards program.
- Prepare for, mitigate and recover from disasters and emergencies.
- Policy development.
- Emergency preparedness training and education.

DEM has 4 full-time staff. Currently two of the four positions are vacant.

The Department of Central Security (DCS) is the other office, which falls under the Department of Public Safety umbrella. DCS operates and maintains a state-of-the-art monitoring center, which utilizes the latest audio and video equipment. Additional examples of responsibilities that fall under the DCS domain include:

- Provide key and lock services and lock repairs.

- Installation and maintenance of alarm systems, closed circuit television (CCTV) security systems, network video surveillance systems and card access systems.
- Operation and maintenance of a private networked alarm station for the University Police.

Recently, DCS developed a set of security standards and funding recommendations for the campus. It was noted that approximately three to four years ago, a study uncovered that remediation of the known security risks on campus at that time would cost roughly \$7 million. Since that time, DCS has only been allocated \$500,000 per year to correct these risks. At this rate, it would take approximately 16 years to correct these formerly identified risks. Fortunately, this year DCS received an additional appropriation of \$1.2 million, which has been earmarked for remediation of campus security risks. A stakeholders group has been convened to reprioritize the remediation projects.

DCS is also in the process of converting monitoring cameras on the Twin Cities campus to digital cameras. This is a very large project. Additionally, DCS has started monitoring some video feed from the Duluth campus. In the past, the Duluth campus had contracted with a monitoring service in Florida. It will be much more economical to have the University provide this service for the Duluth campus than to have Duluth contract with an outside agency.

Questions/comments from members included:

- How does the University¹'s Police Department interface with the Minneapolis and St. Paul Police Departments as well as other relevant jurisdictions? According to Chief Hestness, the St. Paul campus is fairly quiet and reflects well on the University. Regarding collaboration with the Minneapolis Police Department, this has required more communication.
- What costs are involved when the University needs assistance from a neighboring police department e.g. to suppress celebratory rioting, etc.? The more notice the University can provide another police department so they can schedule accordingly in order to avoid over-time charges the less expensive it will be. The shorter the notice the more expensive.
- Do you think the situation will improve or get worse if a stadium opens on campus? In Chief Hestness¹ opinion, it is likely that an on-campus stadium will involve more work for the Police Department.
- Would it be advisable to have a standard open and close time for all University buildings? There are 78 buildings on campus with card access. This translates into approximately 800 card readers and roughly 28,000 employees needing to use

- their UCard to gain entry into these facilities. Of these 78 building, approximately 35 have automated set event codes to lock and unlock the doors.
- Does card access allow individuals to enter their respective buildings 24 hours per day and 7 days per week? Yes, in many cases it is 24 hours per day/7 days per week clearance. Access coordinators can also make arrangements to have students, for example, have access to a particular building on a certain day for a specified number of hours.
 - Is a record kept of which card opened a particular door at a specified time? Yes, for investigative purposes an audit trail can be provided. This data would be able to show not only successful attempts to enter a building but unsuccessful attempts as well.
 - How are lost or stolen cards handled? If a card is lost or stolen, a new UCard will be issued with a different number and the lost or stolen card will be deactivated from the system. Also, Central Security and the UCard office have a procedure in place to prevent individuals from carrying two cards or sharing a card.
 - Does Central Security own responsibility for deep storage and maintaining long-term digital records for the information it collects? OIT provides assistance along these lines as well as Facilities Management. Central Security has both on-site and off-site storage of this information.
 - How long is this data archived? It depends on the amount of available space. Central Security has been able to retrieve archived information for investigative purposes going back over 2 years.
 - How secure are the University's security systems from tampering/vandalization? Each card reader has a tamper switch, which alerts Central Security if it is being tampered with. Additionally, the card access and the video surveillance systems on campus are each run on a separate network. This network was developed by NTS to provide a secure network for both the card access and the video surveillance systems to run on. Should communication be severed with any card reader, alarm sensor or video camera, Central Security will receive an error message and respond appropriately.
 - How does Central Security know whether equipment in a classroom is being legitimately used as opposed to being stolen? Because the cost of protecting projection equipment on a networked-based security system (a hard-wired system) is extremely high, Central Security has worked closely with the Office of Classroom Management (OCM) and the Police Department to create a paging alarm system that detects if a projector has been disconnected.
 - Allegedly, Moos Tower is viewed as the most unsafe building in the AHC because its lobby is open all the time. Has anyone done an assessment to determine the cost

- of installing card access readers in Moos Tower elevators and stairwells? An assessment was conducted in January 2000 to look at the security of the AHC as a whole. It was determined from this assessment that the cost to make the AHC more secure would run approximately \$2.5 million. Security Project Funding, mentioned earlier, is being spent to address these needs. There is an on-going effort to separate the University's public spaces from its private spaces and allow people to feel safe in the areas where they work. The Police Department is working with the AHC to provide access control after 8 p.m. and before 6 a.m. Monday through Friday and 24 hours on weekends.
- Security systems that have the ability to know when employees/students are accessing a building have all kinds of implications, e.g. time and attendance, etc. How are requests for this information handled? A few requests have arisen over the years for information related to time and attendance, and these requests were avoided because the system was not designed for this purpose. There was and continues to be concern that the University will use its security systems for CEBig Brother¹ purposes, and the University has no intention of doing so. It was noted that there is also a risk in providing information. However, with that said, Central Security does, cooperate with the Police Department in its investigations as appropriate.
 - Is there a policy or protocol in place related to how Central Security and the Police Department should collaborate? Chief Hestness stated that while currently no formal policy or protocol exists, cooperation between the departments would be expected in a police investigation. Professor Alexander suggested a policy be put in place.
 - Vice President O¹Brien thanked Subcommittee members for their thoughtful questions on very important security matters. She acknowledged that the Subcommittee's discussion around administrative policies and standards underpinning the University's security systems are very germane. She added that discussions are underway to determine where policies and standards are needed and how those should be defined. Vice President O¹Brien stated that ultimately the goal is to create a safe, secure campus with a culture of safety.
 - Have requests for information from the University's security systems ever been denied? If so, please provide an example. Yes, absolutely, requests for information have been denied. For example, time and attendance requests have been denied and in 1993 a request for information on whether a particular student was in study hall was denied.
 - Is the information captured by the University's security systems subject to data practices/privacy laws? Yes. When a policy is being developed around whether

- information is private, two questions need to be asked stated Chief Hestness: what is the right thing to do and what is the legal thing to do?
- Should the University have standard business hours? Naturally, standard business hours would make the job of the Department of Public Safety much easier. However, Mr. Janoski stated, that he could not speak for the individual facilities that have after hours access needs.
 - Classrooms, which are located in 63 buildings are typically not locked, and rely on the perimeter security of the building to secure the rooms. For classroom security purposes and for access charges that Facilities Management assesses, it would be wise to have standard business hours. Chief Hestness noted that recommendations will be forthcoming for the additional display of credentials when entering all University facilities.
 - How does the Police Department respond to individuals that are found in University facilities late at night without card access, an authorized key or University credentials? Morrill Hall was used as an example during the fall 2003 strike when the President¹'s office in conjunction with the Office of the General Counsel (OGC) determined the building¹'s public business hours. With access control and signage, legitimately someone can be stopped and questioned regarding their entrance into a building. A member suggested that institutionally the University should think about access to its public facilities similar to how the AHC addressed this issue. As a public facility who has the authority to establish open and closed hours at the University posed Chief Hestness.
 - Are efforts being made to involve the University community in assisting the Department of Public Safety in its security efforts? While many departments have identified the need for more and better communication around security issues, it is important to remember that laws drive the Department of Public Safety. These laws dictate how much information legally can be and need to be shared.
 - What resources are available to protect the steam tunnels and what additional resources would the Department of Public Safety like put in place? What can this Subcommittee do to make this happen? Substantial progress has been made to protect the institution¹'s infrastructure and examples were provided, however, the work continues. The Department of Public Safety could use support in ensuring that any unnecessary access requests e.g. unauthorized personnel are denied access from these areas.
 - What can the Subcommittee do to promote the security efforts of the Department of Public Safety? Chief Hestness suggested the Subcommittee support the Department of Public Safety¹'s requests for funding, which are needed

to accomplish its short and long-term goals. Chief Hestness stated he would be happy to return to update the Subcommittee on the Department¹'s progress. He added that today¹'s discussion raised some very important points, which he plans to follow-up on.

Professor Alexander thanked today¹'s guests for the information they shared.

III). Hearing no further business, Professor Alexander adjourned the meeting.

Renee Dempsey
University Senate