

# 2023-2024 Annual Report

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## Executive Summary

At the core of our mission, Environmental Health and Public Safety (EH&PS) is dedicated to adaptive problem solving, innovating and being leaders who strive to create a secure and inclusive atmosphere for the NC State community. Concurrently, we acknowledge the challenges that higher education faces, especially in the regulatory and security arenas, as well as the need for purposeful focus in our programming. Our goal is to surpass traditional safety and health standards, promote operational proficiency, and empower our community with resources for their success at campus and beyond.

The division achieved notable successes in its operations, highlighted by exceptional services such as serving over 2,670,000 passengers on the Wolfline buses, training more than 17,000 participants, facilitating an increased threat assessment and threat case management services through Violence Prevention and Threat Management (VPTM) programs, and expanding video security stanchions and emergency notification automations. Despite these milestones, budgetary challenges persist, particularly in retaining skilled staff to meet regulatory requirements and service demands. The competitive local market affects the volume and quality of job applications, posing ongoing difficulties in recruiting and retaining qualified personnel. Despite these pressures, the division's dedicated teams continue to demonstrate strong commitment and work ethic, ensuring that EH&PS maintains its high standard of service delivery and programming.

## Strategic Plan Goal Alignment

### **Goal 1: Empower students for a lifetime of success and impact.**

University Police's Therapy Dog K9 Handles program continues to build campus programming with regular engagement schedules, to engage with key campus partners in Campus Health, the Counseling Center, Risk Assessment, the Women's Center, OIED and other partners where the presence of a Therapy Dog is beneficial to the mission.

University Police and Emergency Management implemented quarterly meetings with key University Stakeholders on emergency notifications and safety notices, including Student Government and Student Senate. These teams shaped new security programming, proposals for student engagement at football games and communications content on campus safety and security.

The division was awarded eight Provost Experience Program students, 3 work study students and created an ongoing pipeline for student experiences, including research projects (EHS), exercise delivery (EMMC), operational shadowing (UPD), program support

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(YPC) and will continue to offer novel programming for student engagement.

**Goal 2: Ensure preeminence in research, scholarship, innovation and collaboration.**

Risk Assessment partnered with the Division of Academic and Student Affairs (DASA) Prevention Services on the awarded North Carolina Governor's Emergency Education Relief (GEER) UNC System grant funds coordination and implementation regarding enhanced QPR training for faculty, staff and students and case management support for cases involving students. The department added two additional Certified Instructors to provide training to faculty and staff at NC State . Overall, this free training yielded 17 sessions with 129 participants.

University Police, Risk Assessment and Emergency Preparedness team members partnered with (DASA) to support the Student Mental Health Task Force and JED Foundation onsite programming with subject matter expertise, campus programming and assessments.

Emergency Management and Mission Continuity partnered with Industrial Systems Engineering, to design fire extinguisher inspection routes of campus, in efforts to better fire and life safety code required monthly inspections of over 5.000 devices.

**Goal 3: Expand and advance our engagement with and services to North Carolina and beyond, defining the standard for a 21st-century land-grant university.**

The division offered over 100 WolfWare Outreach courses for 51 programs supporting 17 instructors and 17,000 registrations.

Transportation launched a fully redesigned webpage, with streamlined content, customer engagement and incorporated the operations change on non-expiring permits for employees, simplifying the parking permit system for employees and adding efficiency to department operations.

Emergency Management and Mission Continuity, in partnership with Registration and Records, Campus Enterprises and University Real Estate, launched a major events website, in support of university and external participant programming, facilitating risk reviews, safety and compliance programming.

Transportation opened the Varsity Parking Lot Expansion project, a new surface parking lot adding 450 parking spaces for students.

**Goal 4: Champion a culture of equity, diversity, inclusion, belonging and well-being in all we do.**

Youth Programs and Compliance set a goal to implement training opportunities for Youth Program Coordinators on how to support minors from diverse backgrounds, including discussions on the importance of cultural humility and impact of bias.

- A three-part professional learning series was provided that explored foundational concepts in equity, inclusion & diversity and effective responses to identity-based bias incidents and interactions in the classroom. The training offered NC State

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Youth Program Coordinators an interactive and experiential opportunity to learn and practice in a protected, co-created space. 5 sessions offered: 2 in-person and 3 virtual. 20-25 participated.

University Police partnered with Student Government leadership and a newly appointed working group, to identify campus programming that heightened our culture of security and inclusion. This programming includes regularly scheduled Chats with the Chief, Campus Safety Night Walks, and awareness discussions on timely social topics.

**Goal 5: Improve university effectiveness through transformative technologies, cutting edge processes and actionable data.**

VPTM partnered with University Communications to provide training to staff on University threat assessment and management processes. This training curriculum provided staff an increased knowledge and understanding of threat assessment and discussions related to university practices.

Transportation added space-counting technology to all parking decks on campus. New digital display boards at the entrances to decks show how many spaces are available and the department's website shows running totals for each deck. This will promote efficient movements around campus and will save drivers valuable time.

Emergency Management and Mission Continuity and Transportation partnered with OnCampus developers to add valuable transportation and safety features, including modified WolfAlert content, live bus tracking, real time parking lot occupancy data and interactive mapping.

Security Applications and Technology (SAT) implemented security software and hardware upgrades that allow for department level access control initiatives via Security Liaison roles, sunseting older technologies/processes while advancing the goals of the security master plan.

**Goal 6: Lead in developing innovative partnerships, entrepreneurial thinking and applied problem-solving.**

Partnering with Athletics and Student Conduct, Emergency Management and Mission Continuity supported the development and implementation of Respect the Pack programming at Carter Finley stadium, an initiative to positively influence patron behaviors, expectations of conducts and awareness of consequences.

Partnering with the Office of Information Technology, Emergency Preparedness and Strategic Initiatives (EPSI) participated in ServiceNow working groups, providing access to EH&PS development workflows and templates for shared university use.

Partnering with University Housing, EPSI's Fire and Life Safety team implemented a shared housing fire and life safety inspection program, resulting in full inspection compliance, reduced housing community standard violations and development of an e-mobility device awareness campaign.

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## **Goal 7: Elevate the national and global reputation and visibility at NC State.**

Risk Assessment developed a threat assessment program rubric/checklist based on best practice standards (Leads from the Front). The checklist is designed to assess and identify areas of the university's compliance with industry standards on workplace violence prevention programs and threat assessment and threat management. It is used for self-audits and has been shared with UNC System schools, other institutions of higher education and other agencies.

2023-2024 NASPA Excellence Gold Award for the Campus Security, Crisis Management, Student Conduct and Community Standards, Violence Prevention and Related Category awarded to NC State's Department of Risk Assessment and campus partners for: Seamless Silos: Collaborative and Culturally-Competent Crisis Management.

Emergency Preparedness and Strategic Initiatives, in partnership with DASA and University Communications won the Campus, Safety, Health and Environmental Management Association Award for innovative resilience communications programming.

## **Division Areas of Impact**

### **Program Updates**

Following the fatal shooting of a faculty member at the University of North Carolina in Chapel Hill, VPTM saw an increase in requests for specialized training related to de-escalation strategies VPTM developed customizable training for specific units and standardized curriculum for regularly scheduled options.

Youth Programs and Compliance recognized a 53% decrease in reported identifiable concerns year to year (16 vs. 47) with highest reported behaviors of concern being participant behavioral interactions.

### **Initiatives**

In academic year 2024-2025, Risk Assessment will develop and provide specialized training to mental health practitioners on the online aspects of targeted violence and terrorism and the practitioners role, partner with the Counseling Center for continuing education credits opportunities.

EPSI's Fire and Life Safety implemented Red and Ready, medical assistive training for students, faculty and staff.

The division promoted active threat training, preparedness and resources for campus, assisting with facility reviews and walkthroughs, in person training events and security consultations. Partnering with the Facilities Strategic Planning and Design, new postings are in development, including evacuation maps and preparedness information. Additionally, in partnership with Registration and Records, actionable preparedness information will be posted in all 110 classrooms for faculty resource information.

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## Staff Updates

EH&PS staffing includes 204 permanent positions, 10.3% of which separated within 12 months; 14.2% vacancy rate, 41 new hires. 1,864 Job Action Requests processed

SAT celebrated 13 individual awards, certifications and milestones and two new team members. Renovations began on their new offices in the Don Ellis building.

Risk Assessment's Dr. Nelson-Moss, was elected as the D.C. Mid-Atlantic Chapter President for the Association of Threat Assessment Professionals (ATAP). Ms. Stacy Fair was selected to serve on the Praesidium accreditation review team. Ms. Lauren Shea was nominated for the Finance and Administration 2024 Awards for Excellence for Customer Service. The team celebrated two new members.

Environmental Health and Safety's Ogaga Tebehaevu was named Safety Professional of the Year 2024 by the NC chapter of the American Society of Safety Professionals. EHS gained seven new employees while managing nine openings and large turnover.

Transportation's Chris Dobek received a Professional Excellence Award for Operations at the International Parking and Mobility Institute Conference.

Emergency Preparedness and Strategic Initiatives's Dr. Amy Orders, served on the US international delegation to the International Atomic Energy Agency, presenting on security and preparedness. EP&SI celebrated 2 Awards for Excellence nominees and two new positions/team members.

University Police's Dr. Conner Hartis (96th) and Captain Tim Hammons (98th) graduated from the Administrative Officers Management Program.

## Challenges

The division continues to be challenged with retaining technical staff, to meet regulatory compliance and service needs. With open positions, there were few applicants, both in quantity and qualifications, which continues to pose a challenge to the retention and recruitment of qualified staff.

## By the Numbers

### Division Business and Human Resources

Division expenses in FY24 were \$43.1M (+11.4% from FY23).

### Department of Transportation

- Wofline operations - 2,670,000 riders, 67,000 service hours, 600,000 miles traveled
- Commuter programs included 625 members in WolfTrails program, 1,500 permits for Wofline Park-and-Ride lots, 55,000 miles of sustainable commutes tracked in Share the Ride NC
- Electric Vehicle charging program included 8,824 sessions (+26%), 484 NC State-affiliated drivers (+27%)

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- Parking Logix data smart signs (14), sensors (36) installed to track parking deck (7) occupancy data.

#### Department of Security Application and Technology

- 59 service level agreements (\$1.4M)
- Project design and delivery: 28 T&M service, 36 internal (SAT staff), 13 external (contractor), 16 preventative maintenance, 880 field service tickets
- 3,600 security camera firmware updates, 7 new video stanchions

#### Department of Risk Assessment (June 2023 through May 2024)

- 3,018 concerning behavior referrals (-5% in student reports, +28% in employee reports, +22% in non-affiliate reports); Opened 697 new Behavior Assessment Team cases (+ 27%)
- Increased training opportunities by 85%; 10,709 university members trained (+23%)

#### Department of Emergency Preparedness and Strategic Initiatives

- 408 university major events reviewed for risk assessment and compliance with campus operations, as identified in the Use of Space PRR
- 72 Insurance policies for a total premium of: \$10,177,865
- Automobile insurance program: 2,563 vehicles (+69% over 12 years), \$266,674 liability premium (+25% over 12 years)
- Insurance claims: 39 vehicles, 10 Tort Liability
- Continuity Plans: 96% of critical unit plans approved, 69% of non critical unit and academic plans approved

#### Department of Environmental Health and Safety

- Laboratory Safety Plans reviewed and approved - 313
- Stormwater reviews: 60 post construction plan reviews, 137 erosion and sediment control inspections, 106 outfall assessments (3 illicit discharge detections)
- Research related laboratory/safety inspections: 52 biosafety, 193 radiation safety, 52 shop and kitchen

#### Department of University Police

- 47,347 calls for service, 228 safety programs conducted
- 1,352 incidents both criminal and non-criminal reported requiring investigation
- 398 assigned criminal cases closed, with a 53.78% case clearance rate
- 417 traffic accidents reported and investigated
- 661 referrals to student conduct and the Behavior Assessment Team
- 11 new officers hired, trained and released from Field Training