



Security for everyone. 24/7.

# Campus Security Annual Report 2012



University  
of Victoria

Campus Security  
Services



## Welcome

The University of Victoria is a large and complex institution with over 132 buildings including 71 Residence buildings covering over 326,186 square meters. The main Campus has a total area of 403 acres (163 ha) and spans two municipalities; Saanich and Oak Bay.

With a campus population of 20,179 students and 4,584 employees, Campus Security Services' priorities are life safety and the protection of property and other University assets.

Our department employees have a wide variety of work experiences and backgrounds such as retail, security, mental health, police, fire and ambulance services. Our staff strives to provide an outstanding customer service experience, possess excellent communication and listening skills and are exceptional problem solvers. Campus Security Services is responsible for security, parking, alarms and vehicle rentals for the University of Victoria campus community.

This report provides information about who we are as a department, statistics relating to how our time is spent and crime prevention & personal safety tips.

We hope you will find this report valuable. If you have any questions about our services and programs please refer to the contact information on the following page or contact us at 250-721-6683.



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## Personal Safety Coordinator

The Personal Safety Coordinator position in Campus Security Services is shared by **Allison Eddy** and **Fiona Puszka**, both of whom have worked in the department since 1995. The role of the Personal Safety Coordinator (PSC) is based on support and referrals for any and all issues relating to personal safety, such as harassment and assault.

The PSC also provides information to the campus community through New Student Orientation, New Employee Orientation and various workshops to educate UVic employees about issues regarding personal safety and crime prevention. One workshop that employees have found very useful is the 'Dealing with Threatening Behavior' presentation. This workshop focuses on what signs of threatening behavior to watch for, and most importantly what to do if faced with a threatening individual or situation. These workshops also enable the PSC to promote security assessments of individual workspaces.

The PSC is also available for individual consultations for any member of the campus community that is experiencing issues regarding personal safety. They are the campus community's liaison with off campus resources such as police and can assist in resolving these situations. All information is treated with confidentiality and the PSC is available to discuss options, even if the community member does not feel ready for police involvement or action at that time.

Most people know of criminal harassment by the term 'stalking' which is defined under the criminal code of Canada as repeatedly contacting or communicating with another person, either by phone or in person or by other means, and the contact is unwanted and causes the person receiving the contact to fear for their safety (paraphrased). The PSC has effective tools to resolve these situations and any campus community member that is experiencing criminal harassment is welcome to contact the PSC for support and referral. These complaints are taken seriously by both Campus Security and Police, who work together to resolve the situation to the complainants' satisfaction.

Allison and Fiona can be contacted at [psc@uvic.ca](mailto:psc@uvic.ca) or 250-721-8981.



## Security / alarm systems

The University of Victoria has an extensive collection of intrusion alarms throughout the campus totalling over 70 individual systems. In addition to the intrusion alarm systems, there are access control and surveillance systems located in many buildings.

Intrusion alarm systems are used to protect the University's assets and volumes of personal and confidential information collected and stored at UVic. Intrusion alarm systems are monitored on campus by Security Officers in our Dispatch centre at Campus Security. We are a 24/7 operation, responding to all manner of calls, from access requests to emergency first aid. We have Security Officers on foot, on bicycle and in our Security vehicles. Typically response time for alarms and emergencies is one to three minutes anywhere on the campus.

This year, Campus Security has undertaken a campus-wide upgrade of the intrusion alarm systems. This has included replacing older panels and keypads with current models and replacing phone line connections with internet connections. This project will standardize all equipment and allow for offsite programming of all intrusion alarm systems. In addition the monitoring system software (SIMS) will be upgraded to the latest version available to complement the changes in systems hardware taking place campus-wide.

Campus Security will provide an analysis of security requirements including purchase & placement and facilitate installation and set-up of alarm systems, providing 24/7 monitoring. We also maintain and update user files and assign and adjust user codes as required and provide training sessions for new alarm users.

In conjunction with Purchasing Services and Facilities Management, Campus Security has developed procedures and will provide consultation for purchases of security safes and key cabinets.

## 2012 Statistics

### Fire alarms | 87 occurrences

Fire alarms are typically caused by intentional pulls or smoke from cooking or construction. The number of intentional pulls has been drastically reduced in the last two years after the installation of pull station covers in Residence. The average time spent by Campus Security at fire alarm calls is 40 minutes, with a minimum of two officers attending. For every fire alarm both Saanich and Oak Bay Fire departments attend campus. If you have information about the cause of the alarm please advise Campus Security or the Fire departments when they arrive on scene.

### Medical emergencies | 411 occurrences

Medical emergency calls range from providing a bandage for a minor cut, to a cardiac situation that requires oxygen and a defibrillator. Typical response time is two to five minutes and is attended by two officers. The average time spent at a call is 45 minutes. We advise callers to notify 911 if the situation is serious or unknown and Campus Security will assist responders in locating the building. Callers should give a building name and room location to the 911 Dispatcher, as most off campus responders are not familiar with location of UVic departments.

### Intrusion alarms | 1,436 occurrences

Intrusion alarms response protocol requires two or more officers to attend and are always treated with priority and caution. A helpful hint for reducing the required response is for users to call Campus Security if they suspect they have activated the alarm. This allows the Campus Security Dispatcher to confirm identity and information and adjust the response accordingly. The average time spent at a call is 20 minutes. Each alarm generates an incident report.

### Building checks | 9,784 occurrences

Security Officers do regular patrols of every building on campus and use the strategy of 'floor by floor, door by door' to ensure thorough coverage. Each building check takes an officer 15-20 minutes to complete. As Security Officers cannot be everywhere at all times on campus, it is very important that UVic community members report suspicious activity immediately.

### Assist police | 154 occurrences

The majority of assist police reports are for abandoned 911 calls, which require the Campus Security Dispatcher to use a program that traces calls placed from campus to determine location and time placed. Security Officers then attend or call the location to determine if the caller is in need of assistance. A helpful hint to reduce these calls is for users to stay on the line if they think they have unintentionally called 911 so they can clarify that they are not in need of police or security assistance. The average time spent by Campus Security Officers is 22 minutes. Many 911 calls are the result of misdials or attempts to call long distance or toll free phone numbers. If you misdial, don't hang up!

### Assist other departments | 1,408 occurrences

The majority of these calls are for access requests for UVic community members that have forgotten their keys, or for work to be done after hours by off campus contractors. Access into locked or restricted areas requires identification which is documented in a report; average time spent by officers is 20 minutes. Security Officers are required to ask for identification. Cooperation in these situations, usually by simply providing your name and proof of UVic affiliation assists Campus Security in promoting a safe and secure environment. A reminder to always take your keys with you and lock your office door when leaving, even if it's just for a short time away.

### Assist Housing | 633 occurrences

These types of calls vary but are most often for noise complaints, maintenance issues, intoxication of individuals by alcohol or drugs and personal safety issues. Most require attendance by two officers and the average time spent is 26 minutes, with complex issues requiring much more time.

### Theft | 123 occurrences

The majority of theft on campus is opportunity theft, meaning someone has left a valuable such as bike, laptop, purse or wallet unattended or unlocked, and a thief has used that opportunity to take that item. Of the 123 reports of theft, 54 were for bikes stolen from campus. The average time officers spend on a theft report is 40 minutes. Campus Security offers a free engraving service in which a number personal to the owner (usually drivers' license) is engraved on the item, making it easier for police to trace ownership and return the item to the rightful owner. Please report to Campus Security anyone you feel may be prowling around other people's property and never leave your valuable unlocked or unattended.

### Property Damage | 105 occurrences

Most reports of property damage occur in Residence, and involve windows, doors, lighting and drywall. Without a witness to the damage it is difficult to determine the person(s) responsible, resulting in unnecessary cost to the University. If a responsible party is found, costs for repair can be assigned to that individual. The average time officers spend on property damage reports is 37 minutes. Both Police and Campus Security spend a great deal of time investigating this senseless crime.

### Assaults | 4 occurrences

The reports of assaults (causing bodily harm) included three involving the public and one assault of a Campus Security Officer. There were no reported sexual assaults. The average time spent was three and one half hours for each report. Alcohol appears to be a factor in most reported assaults.

### Break and Enter | 15 occurrences

The reports of break and enter involved departmental offices and Residence rooms and resulted in the loss of valuables such as computer equipment and personal property. The average time spent on the investigations by Campus Security Officers was four hours. Please ensure that your property is marked and serial numbers recorded, often Security Officers find doors unlocked and property unsecured.

### Intoxicated Persons 140 occurrences

These reports involved medical concerns and the challenge of finding care for individuals who were not able to care for themselves, and when appropriate the transfer to either hospital facilities or police jail cells. Campus Security Officers averaged 36 minutes at each call and these calls require two or more officers to attend.

### State of Intoxication in a Public Place (SIPP) 9 occurrences

SIPP calls require police involvement and involve cases where individuals are unable to care for themselves and are presenting a concern for safety in a public place. These calls take Police and Campus Security away from more urgent matters.

## Client survey

Between the months of July 2012 and October 2012, Personal Safety Coordinators Allison Eddy and Fiona Puszka conducted a client survey with 30 UVic departments. The purpose of the survey was to 'check in' with Campus Security's clients, receive feedback on services and seek suggestions for changes and improved client services.

The results showed that most clients had either experienced crime on campus or knew of someone who had, and all gave satisfaction ratings of between eight and ten for the response/handling of the situation if it had been reported to Campus Security.

All clients surveyed were aware that Campus Security provides emergency medical response on campus and were also aware of the correct procedure for summoning help—calling the Campus Security emergency line at 250-721-7599.

Most clients stated that they felt safe on campus and all were aware of Campus Security's Safewalk (escort within campus boundaries) and Campus Alone (check-in while working alone on campus) programs.

All clients surveyed, appreciated the increased presence of Campus Security officers in buildings and around campus. A common suggestion for change/improvement was to increase the Campus Security presence even further with a focus on timely communication regarding safety and security on campus. As a result of this suggestion, Campus Security is now on Twitter; follow us @uvicsecurity.

Campus Security will be reaching out again to all departments in the near future to discuss security concerns.

## Personal safety and crime prevention

With over 25,000 people on campus on an average day, UVic is in many ways like a small city! With that number of people, as well as it being an 'open' campus (no gates, fences or checkpoints upon entering), there is a certain amount of crime that does occur on campus. The most common crime on campus is theft, and is in almost all cases opportunity theft, which means that something valuable has been left unattended or insecure, and a thief has used that opportunity to steal that valuable. This is often seen in the library with laptops and bags left unattended, and purses and wallets left in unlocked offices.

Campus Security Services recommends that people keep their valuables close by (within sight at all times), and lock offices and residence room doors whenever the occupants are not in attendance. Bikes should always be secured in designated bike racks and not left overnight if possible. The campus community is encouraged to take advantage of Campus Security's free engraving service, which engraves a number personal to the owner on the item so it can be returned to the owner in the event of it being stolen and recovered by police. For more information and/or to have an item engraved, please contact the Personal Safety Coordinator at psc@uvic.ca.

Campus Security Services offers a Safewalk service, which is an escort anywhere within the campus boundaries, provided by Campus Security Officers. Also available is Campus Alone, a check in service in which a campus community member that is on campus after hours alone, contacts Campus Security to advise of their location and duration of stay. Campus Security will check in with that person throughout their stay to confirm their safety, and will follow up to check on the person if contact is not made. Both services can be accessed by calling Campus Security's emergency line at 250-721-7599.

Campus Security counts on the community to assist with crime prevention by being the 'eyes and ears' of the campus. Anyone witnessing any suspicious people or activities is encouraged to call and report it.

If you see something, say something!

## Parking and transportation services

### Transportation and Parking Coordinator

**Patrick Seward** is the Transportation and Parking Coordinator (TPC) on campus and has worked at UVic since 2007. In his role, he is responsible for parking, transportation and the University's motor pool and Campus Security's Twitter feed.

A large part of this position involves managing parking on campus. A typical day could include speaking with customers about parking citations, working with suppliers and maintenance technicians to service equipment, working with groups around special events such as the Run for the Cure and infrastructure planning for parking on campus. Transportation on campus comes in many different forms. As such, the TPC also works in areas such as cycling amenities, transit, motorcycle parking and services for electric vehicles.

Parking is an often overlooked but always important issue on campus. The professional management of parking space allows everyone who comes to UVic access to parking in close proximity to their destination.

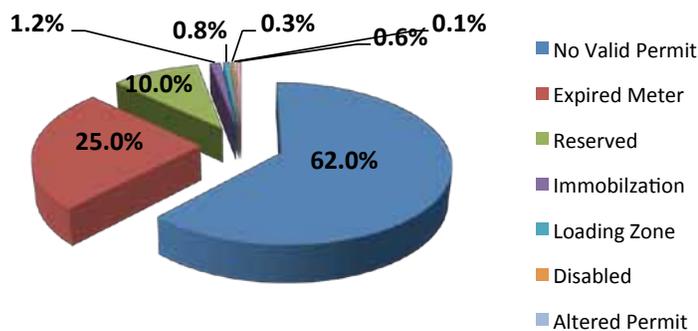
Patrick started working in the parking industry in 1998 and has worked providing customer service for over 20 years. He can be contacted at [seward@uvic.ca](mailto:seward@uvic.ca) or 250-721-6685.

With over 25,000 students and employees, UVic is like a small city in many ways. In fact, if UVic were a city it would be the 17<sup>th</sup> largest in British Columbia based on population, larger than Port Alberni. During the past year, we at Campus Security have worked hard to improve the services we offer to the campus community. As you will see from the information contained in this report, we have shared information that illustrates our commitment to providing exceptional customer service in an area that can be a challenge to do so.

### Enforcement

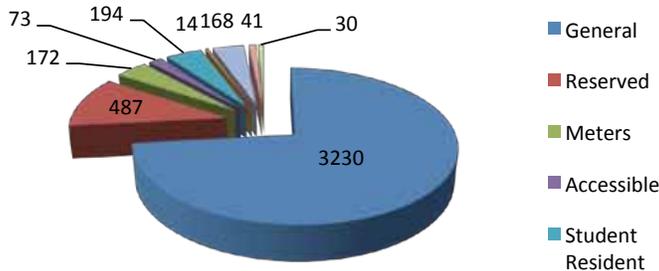
Campus Security is responsible for enforcing the University's Traffic and Parking Regulations. These regulations are in place to ensure that those who wish to park on campus are not adversely affected by those who don't follow these regulations.

Our staff encourages compliance with these regulations through education, signage and parking enforcement. This includes issuing citations, immobilizing vehicles and as a last resort, towing.



The chart above illustrates the types of violations our officers issued in 2012. As shown, six out of every ten violations issued were to vehicles not displaying a valid parking permit. This is an important number to remember as the simplest way to avoid a parking citation is to have a permit displayed on your vehicle.

An important part of our enforcement program is the use of immobilization devices. In 2012, 201 immobilization devices were applied to vehicles found to be in contravention. The reasons a vehicle may be immobilized are; displaying an altered permit, multiple outstanding parking citations or when normal enforcement actions are proving ineffective. An immobilization device is used as an alternative to towing a vehicle off campus. This allows us to have a dialogue with the individual to explain the situation and eliminates the need for one to travel off campus to retrieve a vehicle. It is seen as a friendlier alternative to towing and gives us the flexibility to educate rather than simply punish. The University's Traffic and Parking Regulations are in effect 24/7 and our officers conduct random patrols to ensure compliance. Ultimately, this gives equal and fair access to everyone who comes to campus in need of a parking space.



### Parking and Sustainability

Campus Security manages 4409 parking spaces on campus. The breakdown to type can be seen in the above chart.

In order to understand the effectiveness of our Transportation Demand Management (TDM) initiatives, a comprehensive traffic survey is completed every two years. This survey gives a complete look at travel patterns and gives the University much needed information for planning purposes. Data is gathered from manual count stations, vehicle sensors and BC Transit and when compiled, provides a mode split, meaning we can tell how people arrive on campus. Survey results for the last 16 years are shown in the chart below.

Travel Mode	1996	2000	2004	2006	2008	2010	2012
Drivers	57.5	54.4	47.1	44.1	37.5	38.8	39.8
Passengers	15.6	11.0	11.8	11.9	12.8	10.0	10.1
Bus Riders	11.3	17.8	26.2	27.4	31.0	26.0	27.7
Cyclists	6.9	5.5	6.0	5.3	7.1	8.9	7.9
Pedestrians	8.7	11.3	8.7	11.2	11.3	15.9	14.4
Skateboarders/Rollerbladers	0.0	0.0	0.2	0.1	0.3	0.4	0.1

We budget \$380,000 annually for TDM initiatives. In fact, the single biggest amount in our budget, outside of salaries, goes towards alternatives to driving to campus. It is important to note that Parking revenues are used to fund several programs as an alternative to single occupancy vehicle trips to campus. These include the UPass, employee bus pass, Bicycle Advisory Committee and Victoria Car Share Co-op. All of these items are key parts of the University's Sustainability Action Plan for Campus Operations.

## Special events

UVic is home to a variety of events, many of which require our involvement. In 2012, there were over 20 events ranging from the CIBC Run for the Cure to an individual dressed as Billy Idol pulling a Mini around Ring Road (picture below). We are proud to be involved with such diverse and interesting events and will continue to work with these groups to ensure their experience on campus is beneficial. A sample of the events held in 2012 is listed below.

- Operation Trackshoes
- Lions Society 24 Hr Relay
- Victoria Autism Walk
- Walk for ALS
- Saanich Family Bike Event
- Victoria Youth Triathlon
- Leukemia and Lymphoma Society Light the Night Walk
- Cops for Cancer Half Marathon Car Pull



## Food for fines

This annual program generated 223 items of non-perishable food for the University of Victoria Students Society (UVSS) Food Bank. For each food item donated, Campus Security reduced a parking citation by \$5.00.



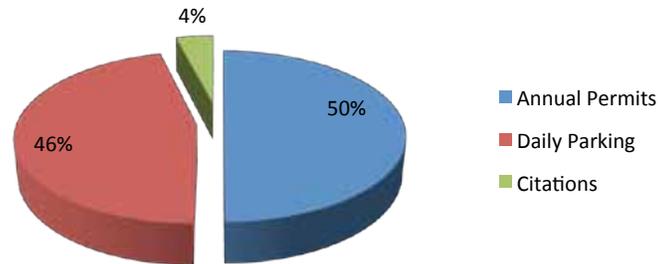
*The proceeds from the 2012 collection*

## Permits

There are a number of ways to pay for parking on campus. The occasional driver may opt to purchase a permit from one of our 21 permit dispensers located in parking lots around campus. The daily visitor may purchase an annual permit. Still others may simply deposit a coin into one of our many single space parking meters for their brief stay. However you pay for parking, we have options available to suit your needs.

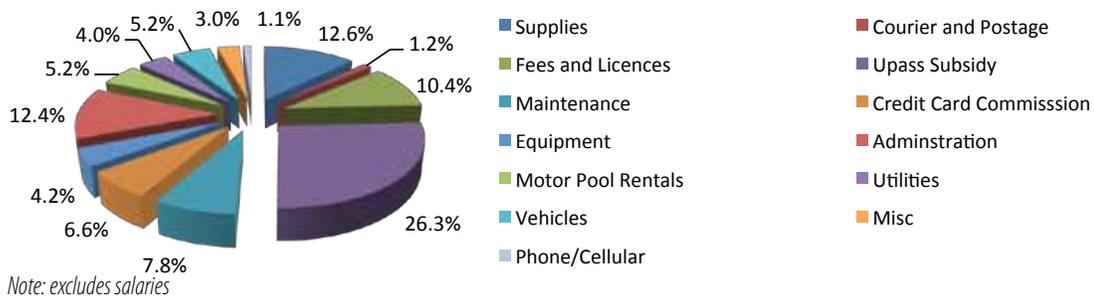
## Financial overview

Parking revenue is made up of three separate revenue sources; permits, transient or meter parking and citation revenue as shown in the breakdown below.



## Expenses

As an ancillary service, Parking Services uses all revenue generated from parking to operate the department. This includes lot maintenance, snow removal, surface repair, utilities costs, equipment and bus pass subsidies.



## Motor pool

Campus Security is responsible for managing the University's motor pool vehicles. In addition to departmental vehicles rented on an ongoing basis, we maintain a fleet of rental vehicles. In 2012, our vehicles were rented for a combined 440 days.

Motor pool is designed to be a revenue neutral operation. Renting a vehicle on campus can be more convenient and less expensive than renting from a commercial provider elsewhere. We have passenger vans, cargo vans and a hybrid sedan for rent on a reservation basis; please consider using this resource for your next rental. A departmental FAST account is required for billing purposes.

## HOW TO RESPOND WHEN AN ACTIVE THREAT IS IN THE VICINITY

### What is an active threat?

An active threat is an individual or individuals actively engaged in attempting to harm or kill people in a confined space or other populated area. In most cases, active threats use firearms and there is no pattern or method to their selection of victims.

Active threat situations are unpredictable and evolve quickly.

Active threats usually will continue to move throughout a building or area until stopped by law enforcement, suicide or other intervention.

### Quickly determine the best way to protect yourself:

EVACUATE	HIDE OUT	TAKE ACTION
Have an escape route and plan in mind. Leave your belongings behind if necessary. Keep your hands visible.	Hide in an area out of view. Block entry to your hiding place and lock the door. Silence your cell phone.	As a last resort and only when your life is in imminent danger: <ul style="list-style-type: none"><li>Attempt to incapacitate the threat.</li><li>Act with physical aggression and throw items at the threat or use other means to stop the individual(s)</li></ul>

## CALL 911 WHEN IT IS SAFE TO DO SO

### How to respond when the police arrive on the scene:

#### HOW TO REACT:

- Remain calm and follow officers' instructions.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers, such as attempting to hold on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating. Proceed in the direction from which officers are entering the building.

#### INFORMATION TO PROVIDE TO THE POLICE OR 911 OPERATOR:

- Location of the active threat.
- Number of people, if more than one.
- Physical description of the person(s).
- Number and type of weapons held by the person(s).
- Number of potential victims at the location.





## 24 HOUR EMERGENCY / FIRST AID: 250-721-7599

**Non-Emergency Phone: 250-721-6683**

**Fax: 250-721-6612**

### Emergency information updates

www.uvic.ca 1-888-721-8620

CFUV 101.9 FM

### Location and address

Location:

Campus Security Building  
(near the Bookstore)

### Parking office hours

8:00 a.m. to 5:00 p.m. Monday – Thursday

8:00 a.m. to 4:30 p.m. Friday

Mailing address:

Campus Security Services, University of Victoria  
P.O. Box 1700 Victoria, BC V8W 2Y2

## Contact information:

### Tom Downie

Director

Phone: 250-721-6107 | Email: [tdownie@uvic.ca](mailto:tdownie@uvic.ca)

Responsible for the overall direction of the department and the day to day security operations and crime prevention initiatives on campus.

### Bill Johnston

Operations Support Manager

Phone: 250-721-6107 | Email: [wj@uvic.ca](mailto:wj@uvic.ca)

Responsible for Budget and Administration.

### Allison Eddy & Fiona Puszka

Personal Safety Coordinators

Phone: 250-721-8981 | Email: [psc@uvic.ca](mailto:psc@uvic.ca)

Provide support and referral for all personal safety related concerns, as well as coordinating the crime prevention programs for the campus.

### Patrick Seward

Parking & Transportation Coordinator

Phone: 250-721-6685 | Email: [seward@uvic.ca](mailto:seward@uvic.ca)

Responsible for day to day operation of Parking and Motor Pool services.

### Jay Bowles

Alarms & Scheduling

Phone: 250-721-6618 | Email: [jayb@uvic.ca](mailto:jayb@uvic.ca)

Responsible for alarm systems, Security Officer scheduling and the CSEC website.

### Alexis Osmond

Office Supervisor

Email: [aosmond@uvic.ca](mailto:aosmond@uvic.ca)

Responsible for accounts payable and receivable and operation of the front office.

### Security Officer Team Leaders:

#### Mike Brosselard

Email: [mbross@uvic.ca](mailto:mbross@uvic.ca)

#### Keith Cascon

Email: [kcascon@uvic.ca](mailto:kcascon@uvic.ca)

#### Darren Chequer

Email: [chequer@uvic.ca](mailto:chequer@uvic.ca)

#### Amrit Gossal

Email: [agossal@uvic.ca](mailto:agossal@uvic.ca)



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