

CAMPUS SECURITY SERVICES

ANNUAL REPORT 2020



University
of Victoria



EMERGENCY PROCEDURES

REGISTER FOR UVIC ALERTS: uvic.ca/alerts

Download the UVic SafetyApp for emergency procedures information anytime.

FIRE



- Pull fire alarm. Call 911 and Security.
- Use an extinguisher if the fire is small.
- Proceed to nearest exit using stairs, not elevators. Close doors and windows.
- Meet at building assembly points.
- DO NOT re-enter the building until directed by emergency personnel.
- IF YOU CANNOT EVACUATE: Use stairwells as refuge areas and stay low.

NATURAL GAS LEAK



- DO NOT pull fire alarm. Call Campus Security.
- Assist with building evacuation by word-of-mouth.
- Once outside, move to designated building assembly points and DO NOT re-enter the building until directed by emergency personnel.

MEDICAL EMERGENCY



- Call 911 and ask for an ambulance. Provide your name and location on campus, including building and room number.
- Call Campus Security.
- If trained, administer CPR or first aid.
- If not trained, direct first responders to the incident location.

HAZARDOUS MATERIALS



- If not trained to manage the release or spill clean-up, call Campus Security.
- If there is risk of fire or explosion, call 911.
- DO NOT operate electrical devices, phones, light switches or equipment in the spill area.
- Alert people in the immediate area to evacuate if toxic materials have spread.
- Evacuate to building assembly points.

BUILDING FLOOD



- DO NOT walk through flood water—it could be electrically charged or contaminated.
- Call Campus Security.
- If possible, shut off power to the affected area.
- Move all hazardous chemicals and vulnerable equipment to countertops.

POWER OUTAGE



- Turn off computers and other voltage-sensitive equipment.
- If in science labs, secure experiments and shut off research gases.
- Move cautiously to an emergency exit and evacuate the building if safety is a concern.
- DO NOT re-enter the building until directed by emergency personnel.

SUSPICIOUS PERSON/OBJECT



SUSPICIOUS PERSON

- DO NOT confront the person.
- DO NOT block the person's access to an exit.
- Call 911 and Campus Security. Give as much information as possible, including description and direction of travel.

SUSPICIOUS OBJECT

- DO NOT touch or disturb object.
- Call 911 and Campus Security.

EARTHQUAKE



- DROP, COVER AND HOLD ON under a table, desk or inside wall until the shaking stops.
- If shaking lasts for more than 30 seconds or there is visible damage to the building, evacuate AFTER the shaking stops to the Campus Assembly Area.
- DO NOT use elevators.
- DO NOT pull fire alarm unless there is a fire.
- Prepare for aftershocks.

THREAT OF VIOLENCE



- Quickly determine the best way to protect yourself and call 911 when safe to do so.

GET OUT

- Consider safe evacuation of the area only if you know the location of the threat. When evacuating, keep your hands visible and follow police instructions.

HIDE

- Barricade doorways and entrances using any means available.
- Close window/door blinds.
- Stay behind solid objects away from the door and turn off the lights.
- Minimize noise from your location. Turn off your cell phone ringer, alarms and vibration.

FIGHT

- Only confront a violent or potentially violent person as a last resort. Attempt to incapacitate the threat using physical aggression.

EMERGENCY INFORMATION UPDATES

uvic.ca | CFUV 101.9 FM

UVic emergency information line:
250-721-8620 | 1-888-721-8620

UVic Emergency Planning
uvic.ca/services/emergency

Emergency Information: [@uvic](https://twitter.com/uvic)

911

FIRE POLICE AMBULANCE
CAMPUS SECURITY SERVICES
250-721-7599



Director's Message

I am pleased to present our 2020 annual report to the campus community. This year, due to COVID-19, it will be provided in a digital format only.

Campus Security Services includes security, personal safety, parking services and emergency planning. Together our team is dedicated to making the University of Victoria a safe and welcoming community. It goes without saying that 2020 was an unusual year. We are very proud of the way our staff adjusted to all the changes at the university that came with the COVID-19 pandemic.

With so many people working from home and so few students on campus, we found that the need for additional patrols was amplified. Our officers conducted more than 25,000 building checks, which was more than twice as many as in a usual year.

We were happy to have those employees from other departments who were not able to work from home offer to assist us with keeping an eye on the campus by joining our U Watch Program. Some of those people went on to work as COVID classroom safety ambassadors which provided further assistance to our community.

Some of our staff joined others from campus departments such as Facilities Management and Occupational Health, Safety and Environment to assist in developing COVID-19 safe work plans so others were able to return to working on campus.

The pandemic raised anxiety levels for many of our clients, which presented challenges to the way we responded to calls such as medical emergencies and how we conducted our patrols. I believe our staff showed empathy and compassion and represented our department well.

I wish everyone in our campus community a safe and healthy 2021 and look forward to seeing many of you in person one day soon.

Tom Downie



Keith Cascon | Security Manager

To say that this past year has been challenging would be a huge understatement. During the COVID-19 pandemic the university looked and felt very different than usual. Residence students were advised to leave at the earliest opportunity, employees were adjusting to working from home and many classes moved to an online format.

Unlike many departments, the patrol staff at Campus Security continued to work on campus. The Security Officers' usual routines had some modifications due to a less populated campus. With fewer eyes and ears from the university community on campus, our patrol focus shifted towards a more structured patrol, as our officers conducted approximately 150% more building and property checks than in previous years. By increasing checks on university property our officers were able to discover more unlocked doors, notable property damage and reportable safety hazards which led to fewer reported break ins and thefts.

STAFF DEVELOPMENT

With a slightly lower case load than in previous years, our department was able to allocate more resources to officer development. Much of our training program included in-house courses such as Anti-Racism training and Indigenous Cultural Acumen training (ICAT). Other learning opportunities included off-campus training programs such as Applied Suicide Interventions Skills Training and Advanced Security Training. Our officers also completed numerous online courses which included Crisis Intervention and De-escalation, Scenario Based Mental Health and

De-escalation and Recognition of Emotionally Disturbed persons as a few examples.

CALLS FOR SERVICE

Although COVID-19 presented our Security Officers with unique obstacles, our staff continued to respond to a variety of calls for service. Quite often, our Officers responded to calls with very little information and when they arrived on scene they were required to make split second decisions. Examples of this challenge and necessary flexibility can be best exemplified in the following calls for service.

This past spring in the mid-afternoon a Security Officer was conducting bike patrol in the inner quad when he noted a male in front of McPherson Library who had his shirt removed and was taking a combative stance in front of the window reflection, yelling and swearing to himself. A red acoustic guitar, black jacket and white tee shirt were scattered around the male who appeared to be under the influence of narcotics or suffering mental health issues.

The Security Officer observed the male from a distance and requested a second unit for cover. The male noticed the Security Officer and immediately began challenging him to fight. The Officer attempted to use de-escalation techniques

in order to calm the situation, however, the male picked up the guitar in a club-like grip and rushed at the Officer with the guitar raised over his head. The Officer was able to dismount the bike and evade the male while radioing for immediate back-up. The male began shouting “call the police,” and retrieved his other belongings before turning and running toward parking Lot C.

This same male was observed while he moved through the bus loop and into Family Housing where he stopped amongst a group of three children and began putting his clothing back on. Officers directed a nearby family to retrieve their children and head indoors. The male again began sprinting from the area, proceeding North on Finnerty Road into Haro Woods. Multiple Saanich Police units arrived and detained the male when he emerged on Arbutus Road in front of the nearby Queen Alexandra hospital grounds.

Some calls for service require coordinating with attending off-campus Emergency Response Agencies (police, fire, ambulance) and most often being first on scene to gather information, provide initial mitigation response and transmit information to those other responding agencies. This past summer our officers were summoned to a call involving an explosion caused by a chemical reaction in a lab. This explosion affected a couple of people as there was a serious injury to one person and a traumatized bystander. This was compounded with very limited information regarding the location of the incident. When Officers arrived on scene, they located an injured person sitting on the floor, holding a paper towel to the left side of their neck to control bleeding. The injured party had lacerations to their chest, neck, face and hands from glass shrapnel sustained from the explosion. A witness at the scene informed Officers that the person had been mixing chemicals

under a fume hood when the beaker exploded. Officers provided first aid care along with other first responders until Paramedics arrived and transported the person to hospital for further evaluation and treatment. Occupational Health, Safety and Environment department personnel were then called in to assess the scene and ensure appropriate follow up measures were conducted.

Campus Security routinely work in conjunction with Saanich Police in regards to matters of public safety. While investigating an impaired driver alongside a Saanich Police officer, a Security Officer noted an unrelated UVic Facilities Management Department vehicle drive past them in the early hours of the morning. Knowing that no university maintenance workers were scheduled to be on shift, Officers became suspicious of the vehicle and alerted the SPD member. Officers were able to safely conduct a traffic stop and confirm that the vehicle was in fact stolen. The occupants were arrested and the vehicle was recovered without further issue.

Weekends on campus are often busy, not just with students, but also members of the public who are unaffiliated with UVic. On a Saturday night, shortly after midnight, a Security Officer was attending a call regarding a large gathering in Residence. While at this call, the Security Officer noted a suspicious vehicle looking out-of-place nearby. When the Officer made contact with the driver of the vehicle, they were able to identify signs of intoxication including verbal belligerence, slurring of words, inability to follow conversation, glazed and unfocused eyes, and drinking an unknown liquid from a paper cup. Unexpectedly, the driver of the vehicle quickly fled, swerved through the parking lot at a high rate of speed and narrowly missed a group of 20 students. The Security Officer was able to get back to his vehicle and safely

follow the vehicle from a distance. As the driver continued to display signs of intoxication such as speeding, swerving and running stop signs, the Security Officer was able to provide our Dispatch Center with updates on the location and direction of travel to pass on to police. Due to the Officer's work, Oak Bay Police was able to make contact with the driver of the vehicle and they were apprehended for impaired driving.

Late one evening, our Dispatch Center received a report of a male in between the Student Union Building and the transit exchange cursing at passers-by and following a female community member. Officers located the male in the inner quad and approached him in order to facilitate a discussion and ascertain his business on campus. The male immediately became aggressive, yelling about "the sorcerer of death" and marching towards Officers, bumping them with his chest and grabbing an Officer's wrist while displaying pre-assaultive cues such as clenched fists and aggressive posture. The Officers were able to display patience and used de-escalation techniques to calm the subject

enough to escort him off the university grounds.

Another incident involved Security Officers attending the Student Union Building regarding the report of a smell of gas. On arrival it was determined that a substantial amount of gas had gathered in the building. This presented a safety hazard as well as causing one person some distressed breathing. The attending Security Officers were tasked with safely evacuating the building, providing appropriate first aid treatment, coordinating attendance by the fire department and UVic personnel such as a UVic plumber to render the building safe to re-enter.

Most years our staff respond to an average of 400 medical calls each year. Although the number of medical response requests were down this year, these calls underscore the varied, complex and often sensitive nature of the circumstances and people that the patrol staff have to respond to. Further, in these instances all the responses involved close contact with individuals during a pandemic which caused further stressors for our staff.

This past year has been a very difficult and challenging year. As first responders on campus, our staff continued to protect the University community and its' assets while maintaining their professionalism under some extreme circumstances. Throughout this entire pandemic our officers have continued to serve the University to the best of their ability and for this I am extremely proud of the staff and grateful for their efforts.



Rob Johns | Emergency Planning

The year 2020 will be remembered as a year unlike any other. For Emergency Planning at UVic this is doubly true. There are many words to describe 2020: uncertainty, change, tragedy, fear, adaptation, frustration, fatigue, and so on.

The year 2020 started off with snow on January 15 that forced the closure of the campus. At about the same time that we were dealing with a couple of days of snow, news was starting to come out of Asia that a new coronavirus was affecting Hubei and surrounding provinces in China. Emergency Planning, UVic Health and others started to pay attention. There were several UVic students living in the areas immediately affected by the new coronavirus and initial planning was focussed on supporting those students. During the second half of January, a team representing a cross section of campus was created and lead by senior leaders in VPAC with the dual focus of supporting students who were studying or working overseas with the need to plan for what could be an emerging pandemic. Looking back on those early days, it is apparent our imaginations could not anticipate the level of disruption that was to come.

By late February, with lock-downs occurring in China, case counts rising in Europe and BC's first cases becoming more common, the university recognized that this was unlike anything we had ever seen. The societal response to past diseases like H5N1 and SARS were no longer fully useful comparators. Recognizing the need to expand the university's readiness the President activated the Emergency Operations Centre (EOC). The EOC is designed to manage complex emergencies

on campus when a cross-campus approach is required. Just over fifty people have trained for roles in the EOC. Most, however, have never worked in an EOC during a major emergency. An EOC Director was appointed and that person carefully selected the initial team using a pre-established organizational framework. The planning and preparation of EOC staff helped to speed up the activation of the group and contributed to it quickly becoming a highly functioning team. In March, as significant societal restrictions started, the team was expanded to include more representation.

The EOC stayed active until late May. At that time, the bulk of the time sensitive work that required an EOC had ended and COVID related issues could be managed by a day-to-day management frameworks. The UVic Transition Team was created to facilitate this shift in managing the effects of COVID moving forward.

The response to COVID brought many positives for emergency planning on campus. With so many people involved in the response to COVID, and with the use of the emergency management framework that had been created pre-COVID, we were able to identify and apply improvements to our practices. The EOC activation provided an opportunity for more people to become familiar

with the plans and procedures that have been developed for use in times of emergency or crisis. Remote work and the use of video conferencing were normalized, giving us more redundancy in how we can meet. The EOC staff have learned more about how to operate in a fast-paced environment.

The campus became a fairly quiet place in March as most students and employees conducted their activities remotely. By the start of summer more people were keen to return at least part time activity on campus. Occupational Health, Safety and Environment led a multi-pronged project that would allow for more people to return to campus in a safe way. Of relevance to Emergency Planning, they created and administered a safe work plan process. They also led the process of signing the campus with required COVID signage. To support that, a small team was created to work with each building safety team to determine what additional COVID signage was required. This team included the OHSE coordinator from Facilities Management, one of the Personal Safety Coordinators from Campus Security and the Manager, Emergency Planning. Over a two-month period the team visited with safety teams in each academic, service or administrative building to determine the unique needs of their building and then set out to determine what signage was required to support the safe return to campus. Thousands of COVID safety signs were placed on floors, doorways and walls in an effort to ready the campus for more people.

Early in the COVID response Emergency Planning took on a liaison role with off-campus operational agencies. Regular contact occurred with local authorities, the Ministry of Advanced Education and Skills Training, Emergency Management BC, Island Health, other post-secondary emergency

planners from around BC. Of particular value were the relationships that were developed with the Communicable Disease staff and the Medical Health Officers at Island Health.

At the start of the COVID response planning began in earnest on a new pandemic plan, including a section on what to do if any of the students, faculty, or staff at the university acquired COVID and when a potential exposure had occurred on campus. During the planning process the Communicable Disease team and the Medical Health Officer's team were consulted. Actions were confirmed and an early plan was created. In March the first known COVID case to affect the university occurred. At that time COVID was new and not well understood. Island Health issued a public advisory to notify the campus community of times and locations when they may have been near an ill person on campus. Behind the scenes the early case management framework was used to help guide the actions required by the university. Over the following months that plan was expanded upon, improved and formalized. A small COVID Case Coordination and Support Team was created and guidance documents were written for use by leaders and faculty at UVic. The COVID website was updated and included information for those members of the campus community who were ill. As case numbers began to rise after the summer so also did the number of known cases affecting members of the UVic community. Following guidance from the health authority a process was developed to protect the privacy of the ill person, offer them information on supports available to them, and communicate to only those that needed to know that someone was ill. The health authority has a robust contact tracing process and communications guidelines. Through the planning process it was determined

that the health authority would decide when, how and to whom communication about any cases should occur.

The university sought out ways in which it could assist the community during the pandemic. Early on, researchers used on-campus 3D printers to create medical grade PPE. In the fall of 2020, the university supported Island Health by providing the McKinnon gym for use as an influenza vaccination clinic open to the community. UVic Health also ran a handful of well-attended vaccination clinics on campus that saw about 1000 people vaccinated! Of note, due to the high number of people in society who were vaccinated, combined with the use of physical distancing, hand washing and mask wearing, there were no cases of influenza due to community transmission detected in BC! Also in the fall, the university provided space in parking Lot 10 for Island Health to create a drive-through COVID testing site. Emergency Planning worked closely with Island Health to assist them with their needs associated with each facility. Both of these Island Health facilities on campus have made a difference in the community!

COVID was not the only activity in Emergency Planning this year. Annually, the university normally conducts close to 100 fire drills. Due to COVID and concerns with forcing people to congregate, this year we needed to get creative. The result was that Building and Floor Emergency Coordinators for each building were invited to attend virtual building specific drills. These virtual drills were very useful training exercises and helped build deeper understanding of all aspects of the emergency response. Aside from the success of the virtual fire drills, we were compelled to suspend some activities, including other training programs, exercises and some plan development.

While COVID dominated the year there were a few other noteworthy events that occurred that required a response:

- February: the phone system outage due to loss of telecommunications lines in the interior
- May: Natural gas leak near Lot 10
- June: Bear on campus
- July: Cougar on campus

In each of the above events the UVic SafetyApp was used to notify people and provide them with instructions. Thankfully these events were resolved with no harm to people - or animals.

In September 2019 a tragic event occurred off campus. In that event two UVic students died and several dozen were injured or directly affected. This event has had far reaching and profound impacts on family, friends, fellow students, professors, university staff and the communities of those affected. As we write this annual report, we acknowledge these impacts and offer our sincerest condolences to those who lost a family member or friend and to those who have suffered the effects of this event. Even as we put this report together our hearts ache. In the months following that event the university commissioned an external consultant to review the university's response to the immediate event and the subsequent support activities that occurred over the following months. The resulting report provided a large number of recommendations on how the university could improve its initial response and subsequent support actions to any future emergency events, including larger events affecting members of the campus community that occur off campus. In late 2020 work began in earnest on how to best put into practice those recommendations. This work will continue into 2021. A number of departments on campus have been working on specific recommendations

that relate to their areas of influence. Emergency Planning is no exception. Our goal in that process is to honour those affected by this tragic event by improving our plans, procedures and training to better respond to future emergency events that may impact the university community.

In late 2020 work began with University Systems and University Communications +Marketing to improve upon the existing UVic Alerts. In mid-2019 the UVic SafetyApp was launched. The next phase to improve the UVic Alerts was to increase the speed in which SMS text messages and emails could be sent to the university community. A pilot has been started and the new system will be tested in a full-scale test in late January 2021. The ultimate goal is to have a fast, reliable suite of notification tools that can be used to

quickly notify the campus community of crisis or disrupting events that affect the campus.

As we look back on 2020 we acknowledge its unprecedented nature, the incredible impacts its events had on society, and those we lost. The year 2020 taught us that we can get through the challenges, adapt, and in many cases use these times for improvement. When one stops and reflects on the year we are reminded of this important principle: together, we can get through this. This was seen time and again on campus and in the community as we all did what was required—for the greater good. With thanks we acknowledge each of you for your part in that! Remember: **Be kind. Be calm. Be safe.**

An advertisement for the UVic SafetyApp. The background is dark blue with diagonal stripes of blue, red, and yellow. In the top left is the University of Victoria logo. The main text reads "Stay safe" in large white font, followed by "Get the UVic SafetyApp" and the URL "uvic.ca/alerts". At the bottom are two buttons: "Download on the App Store" and "GET IT ON Google Play". On the right is a white smartphone displaying the app's interface. The app screen shows the UVic logo, a "Severe Weather Alert" banner, a 3x3 grid of service icons (Campus Alone, Emergencies, SafeWalk, First Aid, Support Resources, Residence Services, Campus Map, Emergency Procedures, Campus Security), and a "Notification History" section at the bottom.

University of Victoria

Stay safe

Get the UVic SafetyApp

uvic.ca/alerts

Download on the App Store

GET IT ON Google Play

UVic SafetyApp

Severe Weather Alert

Campus Alone, Emergencies, SafeWalk, First Aid, Support Resources, Residence Services, Campus Map, Emergency Procedures, Campus Security

Notification History



Allison Eddy



Fiona Puszka

Allison Eddy and Fiona Puszka Personal Safety Coordinators

The year began as usual, with both Allison and Fiona on campus and busy with their usual involvement with Local Safety Committees and responding to incidents of concerning behavior. March saw both of them switch to working remotely from home, as many UVic employees did.

Fiona came back onto campus for June, July and August to assist Emergency Planner Rob Johns with the COVID 19 awareness poster program. This involved walk throughs of every building on campus to determine locations for posters and floor marking for appropriate social distancing.

Allison continued to work with campus partners in the Office of Student Life, EQHR and Residence Services to determine appropriate response and process for reports of concerning behavior by students, employees and campus visitors.



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:



GET OUT

- Leave the area only if you know the location of the threat.
- When evacuating, keep your hands visible and follow police instructions.
- Have an escape route and plan in mind. Leave your belongings behind if necessary.



HIDE

- Hide in an area out of view.
- Barricade doorways and entrances using any means available. Lock doors if possible.
- Close the windows/door blinds.
- Stay behind solid objects away from the door and turn off the lights.
- Minimize noise from your location. Turn off your cell phone ringer, alarms and vibration.



FIGHT

- Fight as a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the threat.
- Act with physical aggression and throw items at the threat or use other means to stop the threat.

Watch the video to learn more: uvic.ca/activethreat

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 instructions from the police.
- Immediately raise your 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.

2020 Statistics | 2019 Statistics

FIRE ALARMS

76 | 71

Fire alarms are rarely caused by intentional pulls since the installation of pull station covers in Residence. Smoke from cooking or construction are now often factors, with the majority of alarms being construction related this year. 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 Fire departments when they arrive on scene.

MEDICAL EMERGENCIES

185 | 457

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. The decrease in numbers this year is due to much lower occupancy on campus.

INTRUSION ALARMS

1700 | 1948

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.

ASSAULTS

10 | 10

The average time spent was three and one half hours for each assault report. Statistics on incidents of sexualized violence are now being collected and will be provided by the Sexualized Violence Prevention office in the Equity and Human Rights department on campus.

BUILDING CHECKS

25,312 | 11,414

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 to our 24/7 line. The dramatic increase in numbers reflects Patrols' attention to low occupancy buildings.

ASSIST POLICE

122 | 139

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. Security Officers then attend or call the location to determine if the caller is in need of assistance. One way 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. Don't hang up! 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.

ASSIST OTHER DEPARTMENTS

3875 | 3810

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. Remember to always take your keys with you and lock your office door when leaving, even if it is just for a short time away.

ASSIST RESIDENCE

993 | 1419

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. We continue to provide a consistent and high-profile presence in Residence by having dedicated foot patrols on a nightly basis. The reduction in numbers is due to lower occupancy in Residence this year.

THEFT

75 | 168

The majority of theft on campus is opportunity theft, meaning someone has left a valuable such as a bike, laptop, purse or wallet unattended or unlocked, and a thief has used that opportunity to take that item. Of the 75 reports of theft, 31 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. The drop in numbers reflects the significantly lower number of people on campus this year.

PROPERTY DAMAGE

62 | 111

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. Both Police and Campus Security spend a great deal of time investigating this senseless crime. There were 44 reported incidents of graffiti on campus and Facilities Management works diligently to remove it in a timely manner. We encourage community members to report any graffiti they notice on campus to our 24/7 line.

BREAK AND ENTER

6 | 19

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, as Security Officers often find doors unlocked and property unsecured. If you discover a break and enter, please do not touch anything and report it as soon as possible to our 24/7 line. We have had some success in determining person(s) responsible as a result of the areas being alarmed and the police collecting and using forensic evidence. The decrease in numbers is likely due in part to the increase in building checks done this year.

CHECK WELLBEING

50 | 71

These calls are in response to receiving information about a member of the campus community regarding concerns for their physical or mental health. Security Officers will attempt to make contact with the person to confirm their safety and often involve local police if needed to make that contact. Once contact is made, resource information and referrals to medical or mental health support can be provided. With Residence being filled to only 30% capacity, there were less reports of concern for students living on campus.

MOTORIST ASSIST

91 | 139

This service provides assistance when a community member contacts CSEC to report an issue with their vehicle on campus. Most requests for assistance are for a dead battery and our staff respond and provide a battery boost, but calls can also be to provide assistance in locating a vehicle on campus or to contact a towing company who can then provide further service. The reduced number of reports of assistance is due to dramatically less vehicle traffic on campus this year.

Parking and Transportation Services



PATRICK SEWARD, PARKING AND TRANSPORTATION MANAGER

Patrick has over 20 years' experience in the parking industry and came from the private sector where he was the operations manager for a large parking company. Starting in Campus Security as the Parking and Transportation Coordinator and now as the Manager of Parking and Transportation, Patrick is responsible for parking operations, departmental administration, CSEC budget and transportation on campus. He has a diverse background in retail sales, customer service, event security and emergency services.



ALEXIS OSMOND, ADMINISTRATIVE COORDINATOR

Alexis has over ten years' experience in the parking industry and started in Campus Security as a clerk at our front counter, then moved to the Office Supervisor position and is now our Administrative Coordinator. Alexis has a strong background in customer service and service delivery, both within a parking operation and a retail environment. As our Administrative Coordinator, Alexis is responsible for front office services and special event parking on campus.

NOTABLE ACHIEVEMENTS

2020 brought the completion of some projects, and the ongoing work on others.

Complete

- Launched Honk, a mobile payment solution
- Completed a condition assessment of all parking areas
- Review of Lost and Found procedures, developed new tracking system

Ongoing

- Review motor pool program
- Parkade feasibility study
- Review Employee Bus Pass Program



Parking team

IMPACT OF COVID-19 ON PARKING SERVICES

Parking demand on campus changed significantly, seemingly overnight, when the lockdown and restrictions placed on public activities and gatherings due to COVID-19 began in March 2020. With only a fraction of employees and students on campus, the demand for parking and transportation services decreased significantly. Our front counter staffing levels were reduced from March 23 through May 19. Staffing levels increased when employee transit pass demand returned and parking rates went back into effect on July 2. We have seen a 75% decrease in parking occupancy and a decrease in revenue has affected ongoing projects such as parking surface repairs and a deferred payments on future parking demand solutions. The pandemic has highlighted the need for services that reduce physical contact. In September 2020 parking services launched HONK to offer an app based, touchless mobile payment solution. Campus community members can now simply pay for parking on campus by downloading the free HonkMobile app.

MOTOR POOL

Campus Security is responsible for managing over 20 of the university's motor pool vehicles. In addition to departmental vehicles rented on an ongoing basis, we maintain a fleet of

short-term rental vehicles. This service is offered as a convenient alternative to renting off campus, saving employees time. The rental fleet consists of one 16' cube van and four 7 passenger mini vans.

ALTERNATIVE TRANSPORTATION INITIATIVES

Parking is only part of what we do. Over 60% of those who commute to campus do not drive, so we manage, support or fund a number of alternatives to driving to campus.

Car Share: UVic has a Partnership Membership with Modo. As a member through the UVic carshare program, you also have access to all the cars in Modo fleet around Greater Victoria and Metro Vancouver.

Cycling: Parking revenue is used for cycling infrastructure around campus. In 2020, a project to add new bike racks was started across from the main entrance of CARSA. As well, a project to refresh bicycle lockers on campus was started and expected to be completed this spring.

Transit: Discounted bus passes are available to all full time, eligible employees. In 2019, the most recent regular year, we sold over 8800 monthly passes, representing a discount of over \$400,000 when compared to retail prices. In addition, funding is provided annually to the UVSS to support a portion of the cost of the student UPASS program.

DID YOU KNOW?

- Based on 2018/19 parking permit sales, 15% of permit holders reside within 2kms of campus and 47% of all permit holders live within 8kms of campus.
- Full time employees on campus may be eligible for an employee bus pass. Please contact Campus Security for information. This program is limited to those who don't have a parking permit.
- As an ancillary service, Parking Services must fund its own capital projects. Parking revenues go towards parking lot maintenance, new construction of parking facilities, security, lighting and parking equipment.
- There is space for over 50 bikes to park in a covered facility inside the McKenzie Avenue Parkade; access is from the corner of McKenzie Avenue and Gabriola Road. These are in addition to additional covered space in the Campus Bike Center under the Jamie Cassels Center.

IF YOU DON'T WANT TO DRIVE

- **Purchase an employee bus pass.** If you are eligible, and don't have a parking permit, you can purchase a pass for \$38.50 per month, and use it for any trip, not just to commute to work.
- **Ride a bike.** The region has excellent cycling routes and there are great cycling amenities on campus. Beat the traffic, save money and get some exercise!
- **Carpool.** You might be surprised to find out that someone you work with lives close to you, or drives by on their way to campus. Share a ride, save some money!
- **Walk.** Over 600 people who purchase parking permits live within a 20-minute walk of campus.

The university is working on ways to reduce the amount of single occupant vehicles coming to campus including an adjustment to the permit rate structure, enhanced employee bus pass program and encouraging employees to use the on campus Modo car share program.

LOST AND FOUND

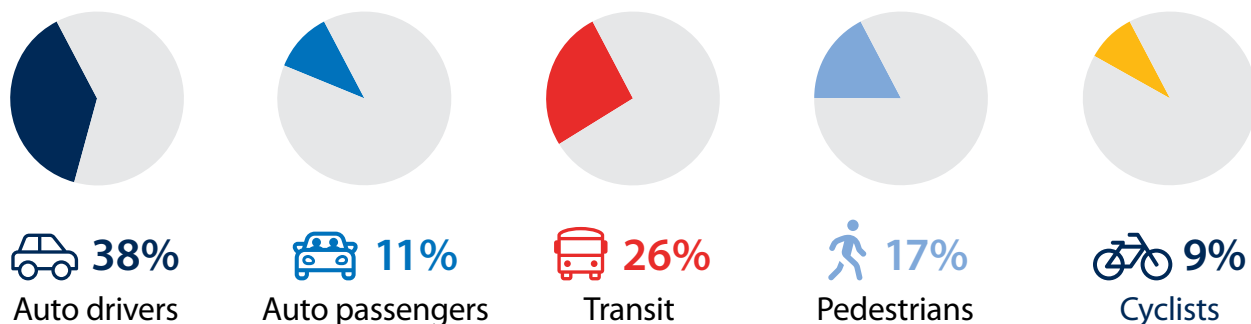
Campus Security functions as the university's lost and found center. Our staff perform weekly pickups across campus and return lost items to be catalogued and stored in hopes that someone

will come to claim them. During a lull in campus activity in 2020 and the corresponding drop in lost items, we reviewed our lost and found procedures in an effort to increase the amount of successful returns by created a new inventory database. All items are held in secure room for a minimum of 30 days; any unsuccessful returns are then taken to the Free Store at the SUB or given to other local not for profit agencies. A number of valuable items such as rings, watches and necklaces that remained unclaimed were auctioned this year and over \$4800 was received that went directly to student bursaries. Items that could contain data are destroyed and not distributed.

CAMPUS TRAFFIC SURVEY

A comprehensive Campus Traffic Survey is conducted every two years by Bunt & Associates Engineering (Bunt). The most recent survey of traffic access patterns on a typical weekday was completed in the fall of 2018 and reported out in the spring of 2019. Bunt has been collecting and documenting UVic travel data biannually since 1996. The 2018 survey results illustrate progress in both pedestrian and cyclist mode splits as well as 2.3% reduction in vehicle drivers. The modal split is illustrated in the chart below.

Modal split





Emily Boulter | Alarms

With fewer people on campus in 2020, this past year has emphasized the importance of intrusion alarms as a theft prevention tool. In 2020, there were 1700 intrusion alarms. This is only 100 alarms less than the previous year, despite the drastic reduction in people coming to campus.

2020 was a big year for the installation of new intrusion alarm systems on campus. This year 23 new alarm partitions were installed in eight different buildings across campus. This is in addition to the 200+ partitions in 85 different alarm system, in 60 separate buildings that were already in place.

Intrusion alarms have proven to be an effective crime prevention technique. When an alarm is activated, the signal is received in our Dispatch Center, a response is initiated and a Campus Security Officer will arrive on scene between 1-3 minutes of the alarm activation. The presence of the alarm systems themselves also act as a deterrent.

From April through June 2020, volunteers from CUPE 951 and 917 participated in Campus Security's U-Watch program. These employees were responsible for walking around campus between 4:00 p.m. and midnight and informing Campus Security Dispatch of any undesirable activity they observed. In total, fourteen people participated in the U-Watch program.

If you have any questions about alarms on campus or if you would like an alarm system tutorial, please feel free to contact Emily at csecalarms@uvic.ca or 250-721-6618.

TROUBLESHOOTING

If you set off an alarm:

- Contact Campus Security 250-721-7559
- Provide them with your name and Pass Card Number

If your code is not working/you have forgotten your code:

- Contact the Scheduling and Alarms Coordinator csecalarms@uvic.ca/250-721-6618

If there is a yellow Trouble light on the panel:

- Contact the Scheduling and Alarms Coordinator csecalarms@uvic.ca/250-721-6618

If the door beeps every time the door opens/closes:

- Press [*4] to activate/deactivate door chime.
- If the panel is beeping every 10 seconds:
 - Press and hold [*] to silence the alarm.
- Contact the Scheduling and Alarms Coordinator csecalarms@uvic.ca/250-721-6618

Please contact Emily for assistance with any of the following:

- Installations
- Repairs
- Account information
- How to use the system
- Reports

Contact information

**Tom Downie**

Director

Phone: 250-721-6107

Email: securitydir@uvic.ca

Tom is responsible for the direction and leadership of the department and crime prevention initiatives on campus.

**Pat Seward**

Parking & Transportation Manager

Phone: 250-721-6685

Email: parkingmgr@uvic.ca

Patrick is responsible for parking operations, departmental administration, budget and transportation on campus.

**Keith Cascon**

Security Manager

Phone: 250-721-6062

Email: securitymgr@uvic.ca

Keith is responsible for the day to day security operations on campus.

**Rob Johns**

Emergency Planning Manager

Phone: 250-721-6355

Email: epmanager@uvic.ca

Rob is responsible for UVic's emergency planning program, ensuring that plans and procedures are in place if and when large emergencies occur on campus.



Allison Eddy



Fiona Puszka

Allison Eddy & Fiona Puszka

Personal Safety Coordinators

Phone: 250-721-8981

Email: psc@uvic.ca

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

**Alexis Osmond**

Administrative Coordinator

Phone: 250-721-6381

Email: aosmond@uvic.ca

Alexis is responsible for coordination of Front office services and special event parking on campus.

**Emily Boulter**

Scheduling and Alarms Coordinator

Phone: 250-721-6618

Email: csecalarms@uvic.ca

Emily is responsible for alarm systems, Security Officer scheduling and management of the Campus Security website.

TEAM LEADERS

Mike Brosselard: mbross@uvic.ca

Darren Chequer: chequer@uvic.ca

Amrit Gossal: agossal@uvic.ca

Nathan Appenheimer: appenhei@uvic.ca

24/7 RESPONSE: 250-721-7599

Fax: 250-721-6612

Emergency information updates

Web: uvic.ca Phone: 1-888-721-8620

Radio: CFUV 101.9 FM

Location

Campus Security Building (near the Bookstore)

Parking office hours

9 a.m. to 4:30 p.m. Monday – Friday

Mailing address

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



University
of Victoria

uvic.ca/security

